AVG 8.0 Anti-Virus Edition

User Manual

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1. Introduction

This user manual provides comprehensive documentation for **AVG 8.0 Anti-Virus**.

Congratulations on your purchase of AVG 8.0 Anti-Virus!

AVG 8.0 Anti-Virus is one of a range of award winning AVG products designed to provide you with peace of mind and total security for your PC. As with all AVG products **AVG 8.0 Anti-Virus** has been completely re-designed, from the ground up, to deliver AVG's renowned and accredited security protection in a new, more user friendly and efficient way.

Your new **AVG 8.0 Anti-Virus** product has a streamlined interface combined with more aggressive and faster scanning. More security features have been automated for your convenience, and new 'intelligent' user options have been included so that you can fit our security features to your way of life. No more compromising usability over security!

AVG has been designed and developed to protect your computing and networking activity. Enjoy the experience of full protection from AVG.

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2. AVG Installation Requirements

2.1. Operation Systems Supported

AVG 8.0 Anti-Virus is intended to protect workstations with the following operating systems:

- Windows 2000 Professional SP4 + Update Rollup 1
- Windows XP Home Edition SP2
- Windows XP Professional SP2
- Windows XP Professional x64 Edition SP1
- Windows Vista (x86 and x64, all editions)

(and possibly higher service packs for specific operating systems)

2.2. Minimum Hardware Requirements

Minimum hardware requirements for **AVG 8.0 Anti-Virus** are as follows:

- Intel Pentium CPU 1,2 GHz
- 70 MB of free hard drive space (for installation purposes)
- 256 MB of RAM memory

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3. AVG Installation Options

AVG can be installed either from the installation file available on your installation CD, or you can download the latest installation file from the AVG website (www.avg.com).

Before you start installing AVG, we strongly recommend that you visit the AVG website to check for a new installation file. This way you can be sure to install the latest available version of AVG 8.0 Anti-Virus.

During the installation process you will be asked for your license/sales number. Please make sure you have it available before starting the installation. The sales number can be found on the CD packaging. If you purchased your copy of AVG on-line, your license number will have been delivered to you via e-mail.

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4. AVG Installation Process

To install AVG on your computer, you need to get the latest installation file. You can use the installation file from the CD that is a part of your box edition but this file might be out-of-date. Therefore we recommended getting the latest installation file online. You can download the file from the AVG website (at www.avg.com) / ***Downloads*** section.

Once you have downloaded and saved the installation file on your hard disk, you can launch the installation process. The installation is a sequence of dialog windows with a brief description of what do at each step. In the following, we offer an explanation for each dialog window:

4.1. Installation Launch

AVG 8.0 build 89 (3/25/2008)
AVG
Welcome to the AVG Setup Program
The following screens will guide you through the process of installing AVG protection on your computer. Click Next to begin the process or click Exit to quit.
Before you begin the process, you may find it useful to review the advice and recommendations we've prepared to help you set up the software to best meet your needs.
WARNING: This program is protected by copyright laws and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties. Violators will be prosecuted to the maximum extent allowed by law.
Choose your setup language
English
Next >
Exit

The installation process starts with the ***Welcome to the AVG Setup Program*** window. In here you select the language used for the installation process. In the lower part of the dialog window find the ***Choose your setup language*** item, and select the desired language from the drop down menu. Then press the ***Next*** button to confirm and continue to the next dialog.

Attention: *Here you are choosing the language for the installation process only. You are not selecting the language for the AVG application - that can be specified later on during the installation process!*

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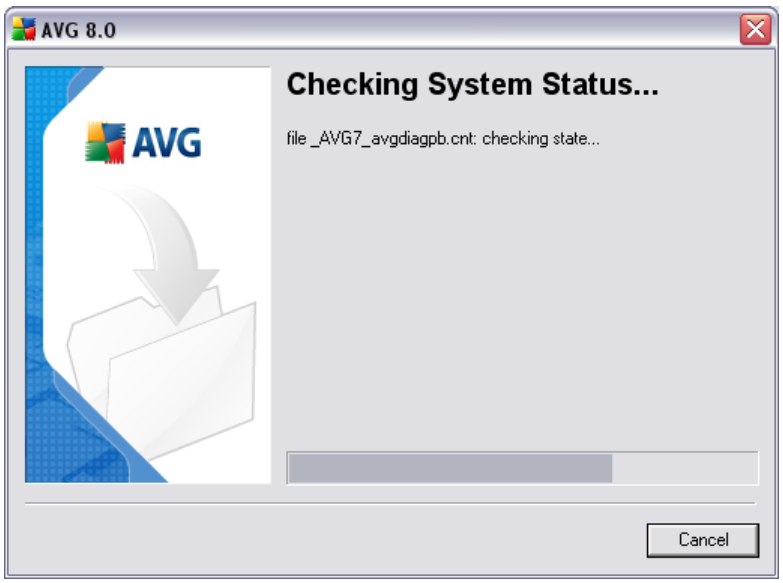
4.2. License Agreement

The ***License Agreement*** dialog provides the full wording of the AVG license agreement. Please read it carefully and confirm that you have read, understood and accept the agreement by pressing the ***Accept*** button. If you do not agree with the license agreement press the ***Don't accept*** button, and the installation process will be terminated immediately.

4.3. Checking System Status



Having confirmed the license agreement you will be redirected to the ***Checking System Status*** dialog. This dialog does not require any intervention; your system is being checked before the AVG installation can start. Please wait until the process has finished, then continue automatically to the following dialog.

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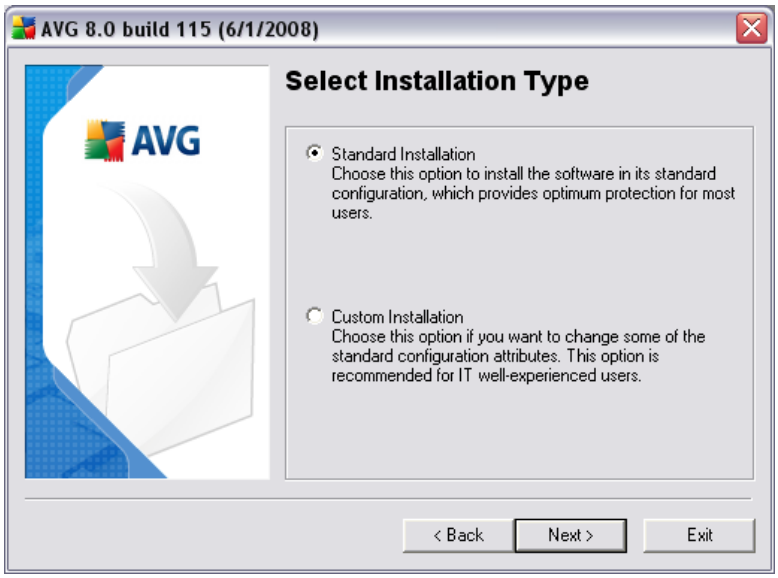
4.4. Select Installation Type


AVG 8.0 build 115 (6/1/2008)
Select Installation Type
AVG
Standard Installation
Choose this option to install the software in its standard configuration, which provides optimum protection for most users.
Custom Installation
Choose this option if you want to change some of the standard configuration attributes. This option is recommended for IT well-experienced users.
< Back
Next >
Exit

The ***Select Installation Type*** dialog offers the choice of two installation options: ***standard*** and ***custom*** installation.

For most users, it is highly recommended to keep to the ***standard installation*** that installs AVG in fully automatic mode with settings predefined by the program vendor. This configuration provides maximum security combined with the optimal use of resources. In the future, if the need arises to change the configuration, you will always have the possibility to do so directly in the AVG application.

Custom installation should only be used by experienced users who have a valid reason to install AVG with non-standard settings. E.g. to fit specific system requirements.

4.5. Personalize AVG

In the ***Activate your AVG License*** dialog you have to fill in your registration data. Type in your name (***User Name*** field) and the name of your organization (***Company Name*** field).

Then enter your license/sales number into the ***License/Sales Number*** text field. The sales number can be found on the CD packaging in your AVG box. The license number will be in the confirmation email that you received after purchasing your AVG on-line. You must type in the number exactly as shown. If the digital form of the license

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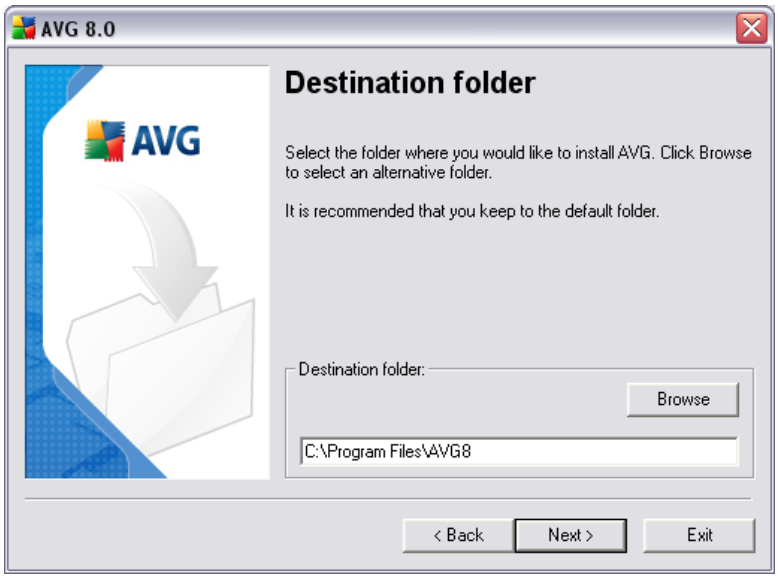
number is available (in the email), it is recommended to use the copy and paste method to insert it.

AVG 8.0 build 89 (3/25/2008)
Activate your AVG License
User name:
name and surname
Company name:
company name
License number:
If you purchased the software online, your license number will have been sent to you by email. To avoid typing errors, we recommend cutting and pasting the number from the email to this screen.
If you purchased the software in a retail store, you will find the license number on the product registration card included with the package. Take care to copy the number correctly.
< Back
Next >
Exit

Press the ***Next*** button to continue the installation process.

If in the previous step you have selected the standard installation, you will be redirected directly to the ***Installation Summary*** dialog. If custom installation was selected you will continue with the ***Destination Folder*** dialog.

4.6. Custom Installation - Destination Folder


AVG 8.0
AVG
Destination folder
Select the folder where you would like to install AVG. Click Browse to select an alternative folder.
It is recommended that you keep to the default folder.
Destination folder:
Browse
C:\Program Files\AVG8
< Back
Next >
Exit

The ***Destination folder*** dialog allows you to specify the location where AVG should be installed. By default, AVG will be installed to the program files folder located on drive C:. If you want to change this location, use the ***Browse*** button to display the drive structure, and select the respective folder. Press the ***Next*** button to confirm.

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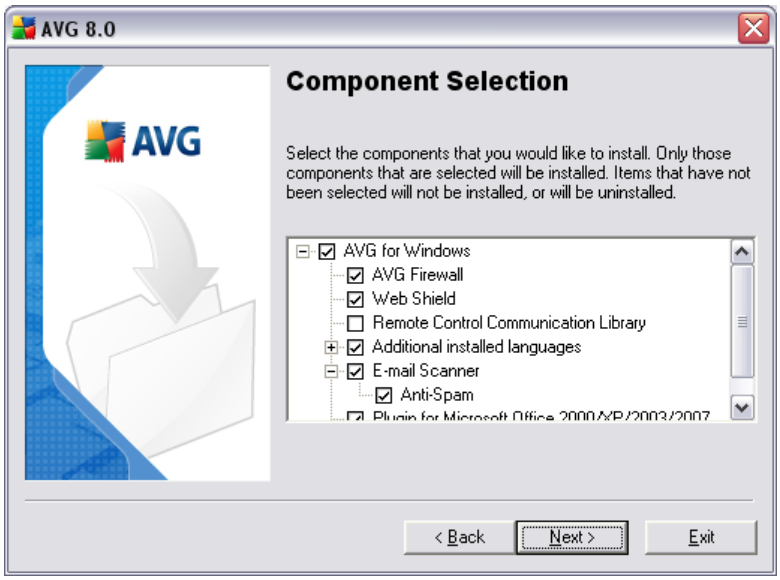
4.7. Custom Installation - Component Selection


AVG 8.0
AVG
Component Selection
Select the components that you would like to install. Only those components that are selected will be installed. Items that have not been selected will not be installed, or will be uninstalled.
AVG for Windows
AVG Firewall
Web Shield
Remote Control Communication Library
Additional installed languages
E-mail Scanner
Anti-Spam
< Back
Next >
Exit

The ***Component Selection*** dialog displays an overview of all AVG components that can be installed. If the default settings do not suit you, you can remove/add specific components.

However, you can only select from components that are included in your purchased AVG edition. Only those components will be offered to be installed within the Component Selection dialog!

Also, you can define which language(s) AVG should be installed in. Check the ***Additional installed languages*** item and then select the desired languages from the respective menu.

Continue by pressing the ***Next*** button.

4.8. Custom Installation - E-mail Scanning

With AVG ***standard installation***, setup will detect your default e-mail client and automatically install the respective e-mail scanning plug-in. Specific plug-ins support the most frequently used e-mail programs: MS Outlook, MS Exchange, The BAT!, Qualcomm Eudora etc.

With AVG ***custom installation***, you can install the ***Personal E-mail Scanner***, a comprehensive tool for e-mail communication scanning that guarantees your emails

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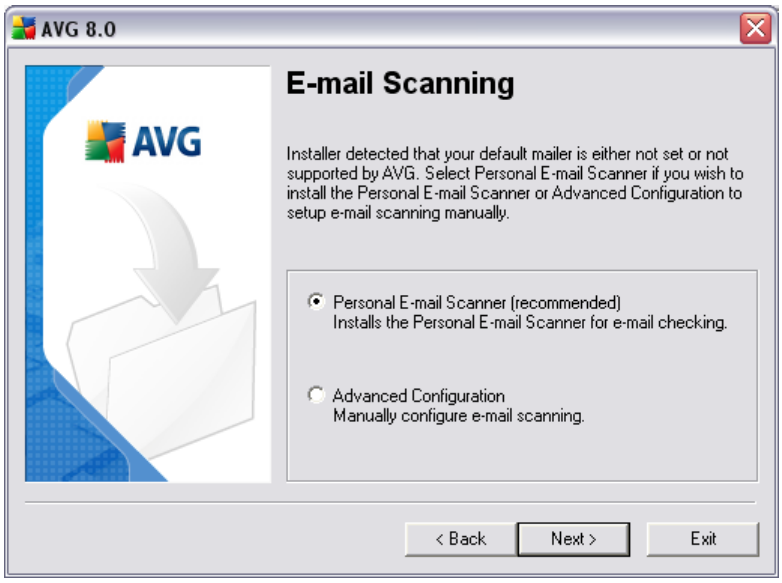
will be virus-free with any e-mail client you use:


AVG 8.0
E-mail Scanning
Installer detected that your default mailer is either not set or not supported by AVG. Select Personal E-mail Scanner if you wish to install the Personal E-mail Scanner or Advanced Configuration to setup e-mail scanning manually.
Personal E-mail Scanner (recommended)
Installs the Personal E-mail Scanner for e-mail checking.
Advanced Configuration
Manually configure e-mail scanning.
< Back
Next >
Exit

In the ***E-mail Scanning*** dialog you can choose to install the ***Personal E-mail Scanner*** to secure your e-mail communication automatically, or you can choose to set up an advanced configuration of e-mail scanning. It is recommended to install the ***Personal E-mail Scanner*** in fully automatic mode.

However, if you have a valid reason to do so, you can set up the e-mail scanner manually. In the ***E-mail Scanning*** dialog select the ***Advanced Configuration*** option and go on to the ***E-mail Scanning - Plug-in selection*** dialog. In this dialog you can then select the specific plug-ins that are to be installed:

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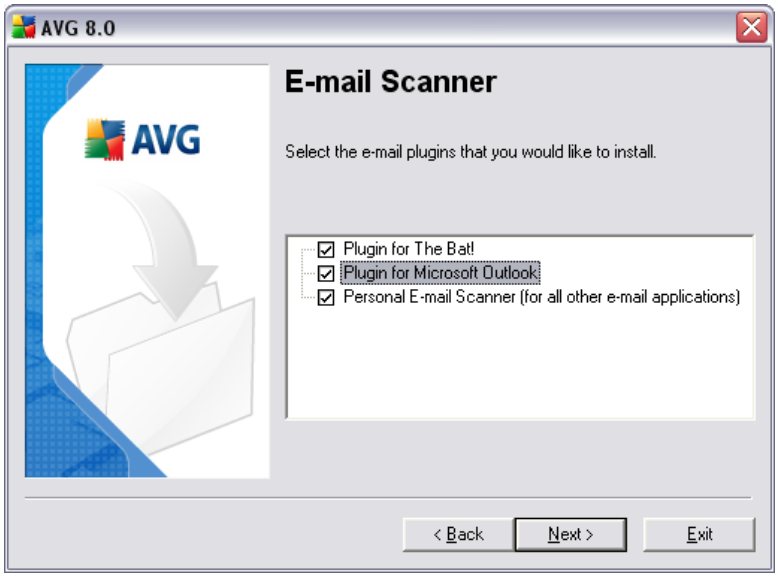
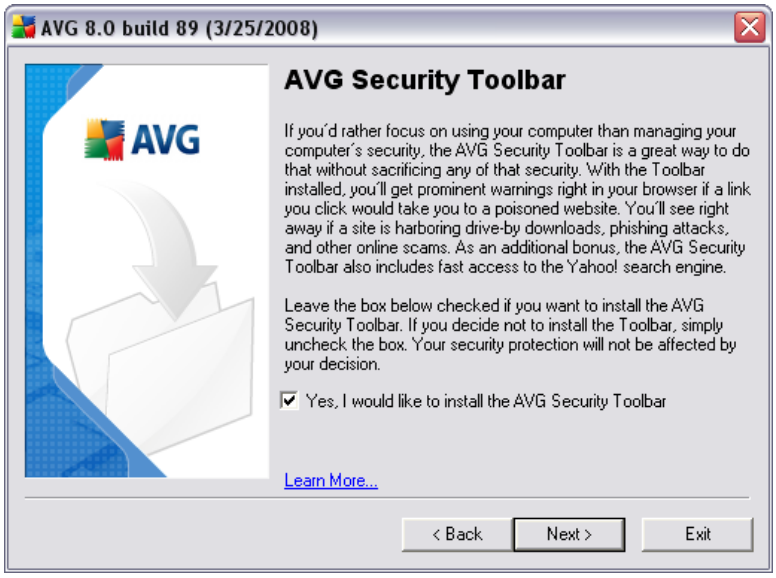

AVG 8.0
E-mail Scanner
Select the e-mail plugins that you would like to install.
Plugin for The Bat!
Plugin for Microsoft Outlook
Personal E-mail Scanner (for all other e-mail applications)
< Back
Next >
Exit

Press the ***Next*** button to confirm your choice.

4.9. AVG Security Toolbar


AVG 8.0 build 89 (3/25/2008)
AVG Security Toolbar
If you'd rather focus on using your computer than managing your computer's security, the AVG Security Toolbar is a great way to do that without sacrificing any of that security. With the Toolbar installed, you'll get prominent warnings right in your browser if a link you click would take you to a poisoned website. You'll see right away if a site is harboring drive-by downloads, phishing attacks, and other online scams. As an additional bonus, the AVG Security Toolbar also includes fast access to the Yahoo! search engine.
Leave the box below checked if you want to install the AVG Security Toolbar. If you decide not to install the Toolbar, simply uncheck the box. Your security protection will not be affected by your decision.
Yes, I would like to install the AVG Security Toolbar
Learn More...
< Back
Next >
Exit

In the ***AVG Security Toolbar*** dialog decide whether you want to install the ***AVG Security Toolbar*** feature of your **AVG 8.0 Anti-Virus**. The ***AVG Security Toolbar*** works within your Internet browser in conjunction with AVG 8.0 and AVG XPL

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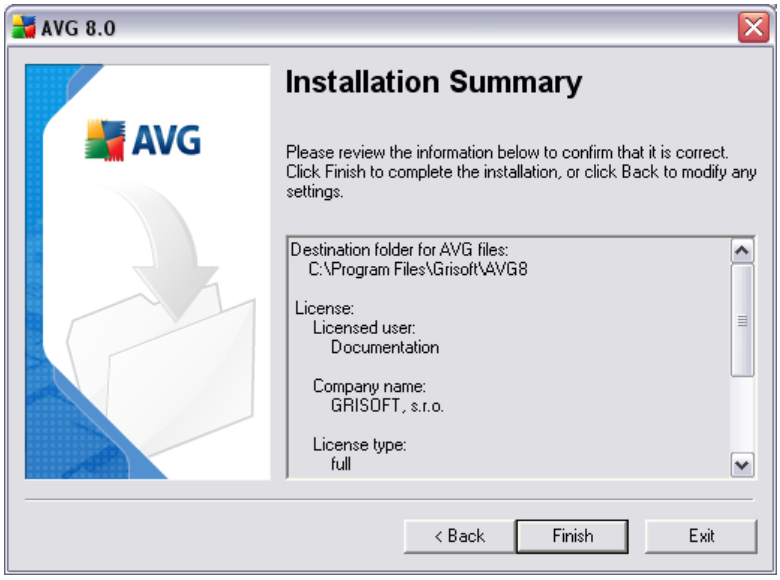
technologies to provide you with comprehensive online protection while surfing the Internet.

4.10.Installation Summary



The ***Installation Summary*** dialog provides an overview of all parameters of the installation process. Please make sure all the information is correct. If so, press the ***Finish*** button to continue. Otherwise, you can use the ***Back*** button to return to the respective dialog and correct the information.

4.11.Installing

The ***Installing*** dialog shows the progress of the installation process, and does not require any intervention. Please wait until the installation is complete, then you will be redirected to the ***Installation Complete*** dialog.

4.12.Installation Complete

The ***Installation Complete*** dialog is the last step of the AVG installation process. AVG is now installed on your computer and fully functional. The program is running in the background in fully automatic mode.

After the installation, ***AVG Basic Configuration Wizard*** will be launched automatically and in a few steps will lead you through the **AVG 8.0 Anti-Virus** elementary configuration. Despite the fact the AVG configuration is accessible any

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time during AVG run, we deeply recommend to use this option and set up the basic configuration with the wizard's help.

5. AVG First Run Wizard

When you first install AVG on your computer, the ***AVG Basic Configuration Wizard*** pops up to help you with initial **AVG 8.0 Anti-Virus** settings. Though you can set all of the suggested parameters later on, it is recommended that you take the wizard's tour to secure your computer's protection simply and immediately. Follow the steps described in each of the wizard's windows:

5.1. Introducing the AVG First Run Wizard

Configuring your AVG protection
Step 1 of 7: Introducing the AVG First Run Wizard
Congratulations!
AVG has been successfully installed on your computer.
A few simple steps remain to ensure optimum protection and ease of use. AVG First Run Wizard will guide you through the following:
• Schedule regular scans and updates
• How you can help with our threat research
• Configuring the AVG Security Toolbar
• Completing your first update
Click Next to schedule your scans and updates.
Help
Next >

The ***Introducing the AVG First Run Wizard*** welcome window briefly summarizes the status of AVG on your computer, and suggests the steps to be taken to complete protection. Click on the ***Next*** button to continue.

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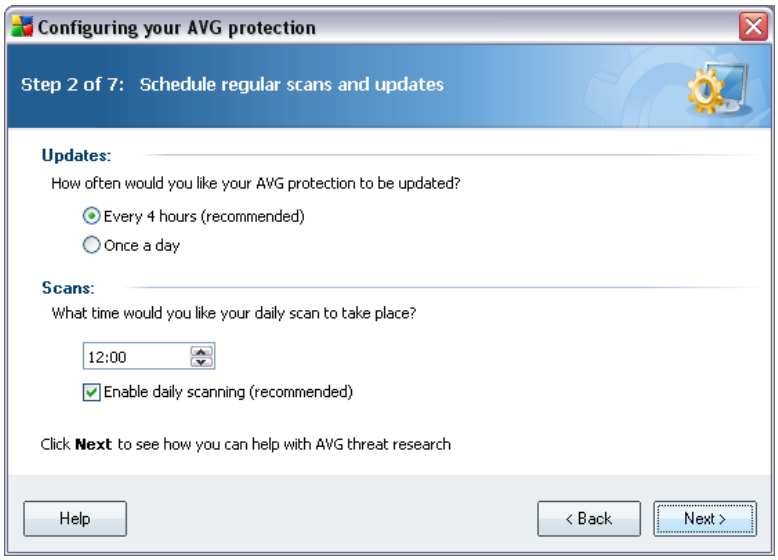
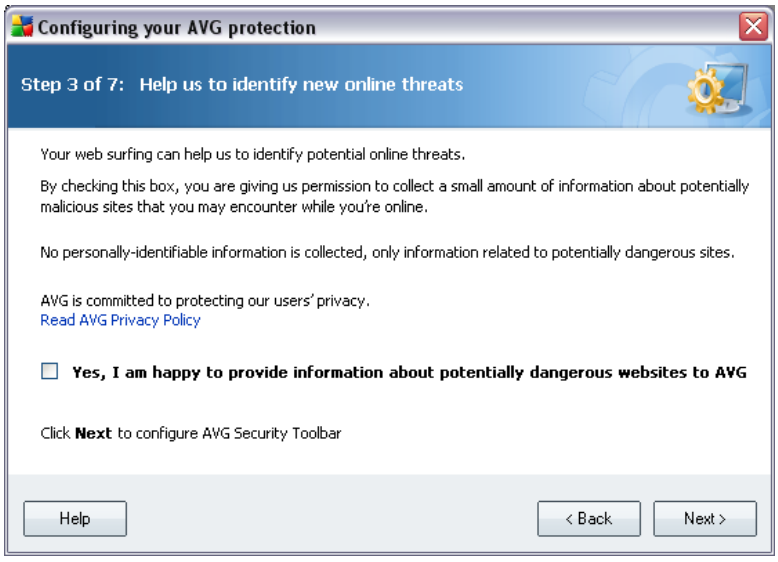
5.2. Schedule regular scans and updates


Configuring your AVG protection
Step 2 of 7: Schedule regular scans and updates
Updates:
How often would you like your AVG protection to be updated?
Every 4 hours (recommended)
Once a day
Scans:
What time would you like your daily scan to take place?
12:00
Enable daily scanning (recommended)
Click Next to see how you can help with AVG threat research
Help
< Back
Next >

In the ***Schedule regular scans and updates*** dialog set up the interval for new update files accessibility check-up, and define time when the scheduled scan should be launched. It is recommended to keep the default values. Press the ***Next*** button to continue.

5.3. Help us to identify new online threats


Configuring your AVG protection
Step 3 of 7: Help us to identify new online threats
Your web surfing can help us to identify potential online threats.
By checking this box, you are giving us permission to collect a small amount of information about potentially malicious sites that you may encounter while you're online.
No personally-identifiable information is collected, only information related to potentially dangerous sites.
AVG is committed to protecting our users' privacy.
Read AVG Privacy Policy
Yes, I am happy to provide information about potentially dangerous websites to AVG
Click Next to configure AVG Security Toolbar
Help
< Back
Next >

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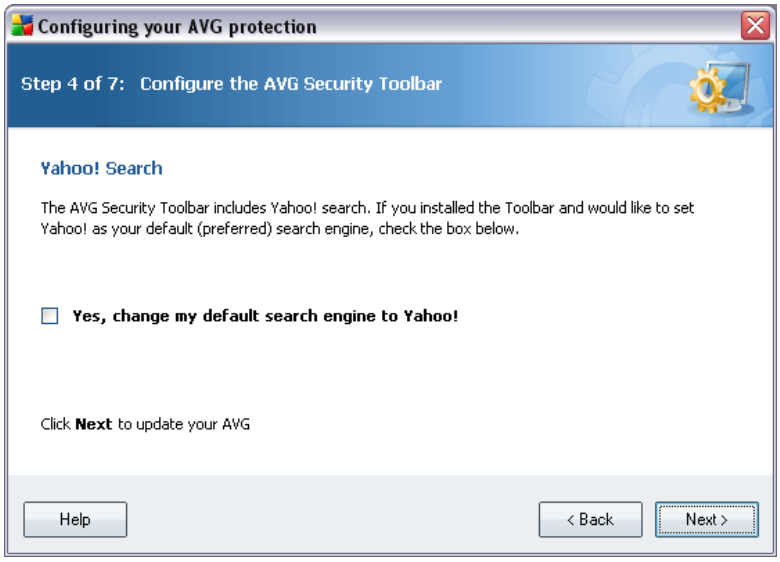
In the ***Help us to identify new online threats*** dialog decide whether you want to activate the option of reporting of exploits and bad sites found by users either via ***AVG Surf-Shield / AVG Search-Shield*** features of the ***LinkScanner*** component to feed the database collecting information on malicious activity on the web. It is recommended to keep the default value and have the reporting activated. Press the ***Next*** button to continue.

5.4. Configure the AVG Security Toolbar


Configuring your AVG protection
Step 4 of 7: Configure the AVG Security Toolbar
Yahoo! Search
The AVG Security Toolbar includes Yahoo! search. If you installed the Toolbar and would like to set Yahoo! as your default (preferred) search engine, check the box below.
Yes, change my default search engine to Yahoo!
Click Next to update your AVG
Help
< Back
Next >

In the ***Configure the AVG Security Toolbar*** dialog you can tick the check box to define you want Yahoo! to become your default search engine.

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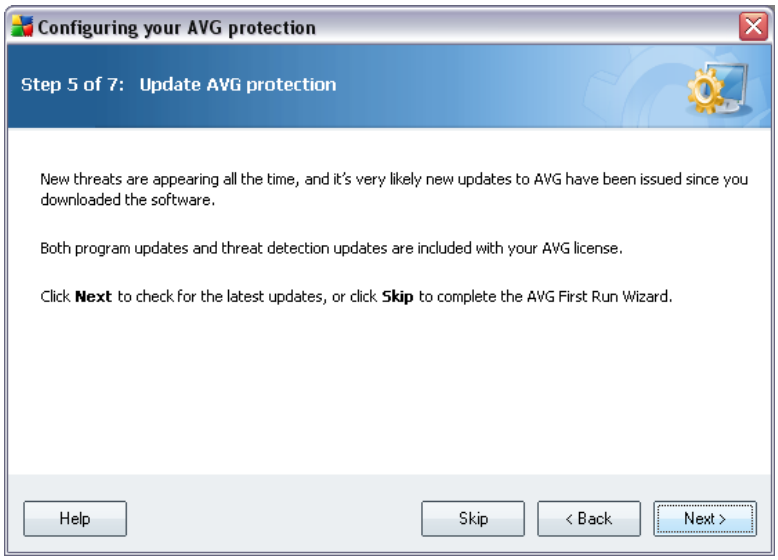
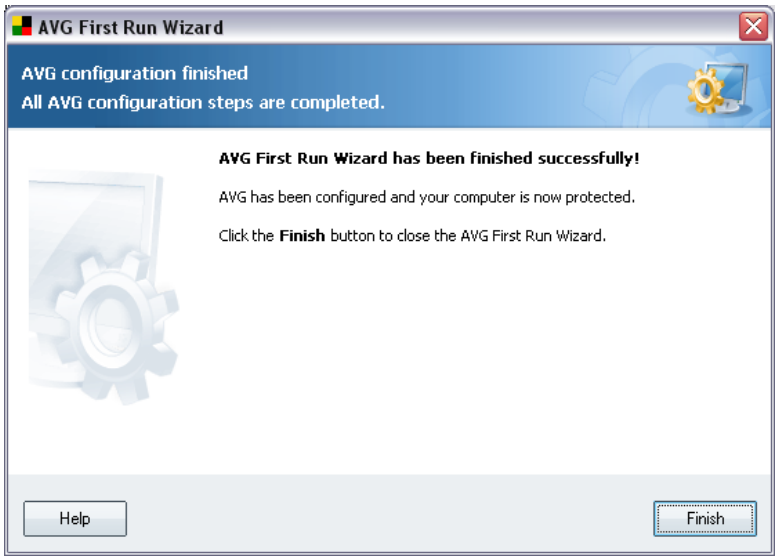
5.5. Update AVG protection


Configuring your AVG protection
Step 5 of 7: Update AVG protection
New threats are appearing all the time, and it's very likely new updates to AVG have been issued since you downloaded the software.
Both program updates and threat detection updates are included with your AVG license.
Click Next to check for the latest updates, or click Skip to complete the AVG First Run Wizard.
Help
Skip
< Back
Next >

The ***Update AVG protection*** dialog will automatically check and download the latest AVG updates. Click on the ***Next*** button to download the latest update files and perform the update.

5.6. AVG Configuration finished


AVG First Run Wizard
AVG configuration finished
All AVG configuration steps are completed.
AVG First Run Wizard has been finished successfully!
AVG has been configured and your computer is now protected.
Click the Finish button to close the AVG First Run Wizard.
Help
Finish

Now your **AVG 8.0 Anti-Virus** has been configured; press the ***Finish*** button to start working with AVG.

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6. After Installation

6.1. Product Registration

Having finished the **AVG 8.0 Anti-Virus** installation, please register you product online on the AVG website, ***Registration*** page (*follow the instruction provided directly in the page*). After the registration you will be able to gain full access to your AVG User account, the AVG Update newsletter, and other services provided exclusively for registered users.

6.2. Access to User Interface

The ***AVG User Interface*** is accessible in several ways:

- double-click the AVG icon on the system tray
- double-click the AVG icon on the desktop
- from the menu ***Start/All Programs/AVG 8.0/AVG User Interface***

6.3. Scanning of the whole computer

There is a potential risk that a computer virus has been transmitted to your computer prior to **AVG 8.0 Anti-Virus** installation. For this reason you should run a ***Scan of the whole computer*** to make sure there are no infections on your PC.

For instructions on running a ***Scan of the whole computer*** please consult the chapter ***AVG Scanning***.

6.4. Eicar Test

To confirm that **AVG 8.0 Anti-Virus** has been installed correctly you can perform the EICAR test.

The EICAR test is a standard and absolutely safe method used to test antivirus system functioning. It is safe to pass around, because it is not an actual virus, and does not include any fragments of viral code. Most products react to it as if it were a virus (*though they typically report it with an obvious name, such as "EICAR-AV-Test"*). You can download the EICAR virus from the EICAR website at www.eicar.com, and you will also find all necessary EICAR test information there.

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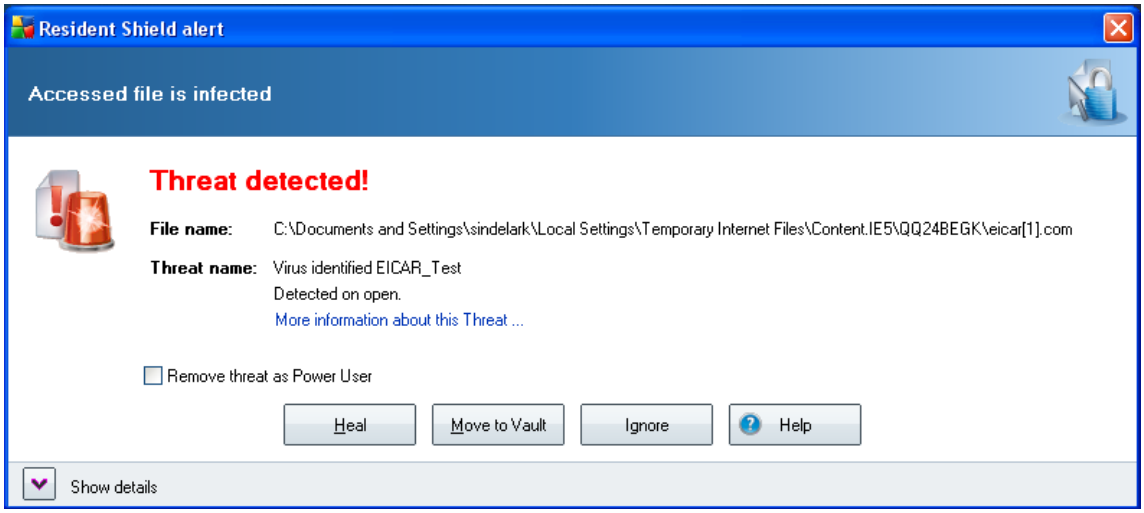
Try to download the ***eicar.com*** file, and save it on your local disk. Immediately after you confirm downloading of the test file, the ***Resident Shield*** will react to it with a warning. This ***Resident Shield*** notice demonstrates that AVG is correctly installed on your computer.



-

If AVG fails to identify the EICAR test file as a virus, you should check the program configuration again!

6.5. AVG Default Configuration

The default configuration (*i.e. how the application is set up right after installation*) of **AVG 8.0 Anti-Virus** is set up by the software vendor so that all components and functions are tuned up to achieve optimum performance.

Unless you have a real reason to do so, do not change the AVG configuration! Changes to settings should only be performed by an experienced user.

Some minor editing of AVG components settings is accessible directly from the specific component user interface. If you feel you need to change the AVG configuration to better suit your your needs, go to ***AVG Advanced Settings***: select the system menu item ***Tools/Advanced settings*** and edit the AVG configuration in the newly opened ***AVG Advanced Settings*** dialog.

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7. AVG User Interface

AVG 8.0 Anti-Virus open with the main window:

The main window is divided into several sections:

- ***System Menu*** *(top system line in the window)* is the standard navigation that allows you to access all AVG components, services, and features - details >>
- ***Security Status Info*** *(upper section of the window)* provides you with information on the current status of your AVG program - details >>
- ***Quick Links*** *(left section of the window)* allow you to quickly access the most important and most frequently used AVG tasks - details >>
- ***Components Overview*** *(central section of the window)* offer an overview of all installed AVG components - details >>

- ***Statistics*** *(left bottom section of the window)* provide you with all statistical data regarding the programs operation - details >>

- ***System Tray Icon*** *(bottom right corner of the monitor, on the system tray)* indicates the AVG current status - details >>

7.1. System Menu

The ***System menu*** is the standard navigation used in all Windows applications. It is located horizontally in the very top part of the **AVG 8.0 Anti-Virus** main window. Use the system menu to access specific AVG components, feature, and services.

The system menu is divided into five main sections:

7.1.1. File

- ***Exit*** - closes the **AVG 8.0 Anti-Virus**'s user interface. However, the AVG application will continue running in the background and your computer will still be protected!

7.1.2. Components

The ***Components*** item of the system menu includes links to all installed AVG components, opening their default dialog page in the user interface:

- ***System overview*** - switch to the default user interface dialog with the overview of all installed components and their status
- ***Anti-Virus*** - opens the default page of the ***Anti-Virus*** component
- ***Anti-Rootkit*** - opens the default page of the ***Anti-Rootkit*** component
- ***Anti-Spyware*** - opens the default page of the ***Anti-Spyware*** component
-
-
-
- ***E-mail Scanner*** - opens the default page of the ***E-mail Scanner*** component
- ***License*** - opens the default page of the ***License*** component

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- ***LinkScanner*** - opens the default page of the ***LinkScanner*** component
- ***Web Shield*** - opens the default page of the ***Web Shield*** component
- ***Resident Shield*** - opens the default page of the ***Resident Shield*** component
- ***Update Manager*** - opens the default page of the ***Update Manager*** component

7.1.3. History

- ***Scan results*** - switches to the AVG testing interface, specifically to the ***Scan Results Overview*** dialog
- ***Resident Shield Detection*** - open a dialog with an overview of threats detected by ***Resident Shield***
- ***E-mail Scanner Detection*** - open a dialog with an overview of mail messages attachments detected as dangerous by the ***E-mail Scanner*** component
- ***Virus Vault*** - opens the interface of the quarantine space (***Virus Vault***) to where AVG removes all detected infections that cannot be healed automatically for some reason. Inside this quarantine the infected files are isolated and your computer's security is guaranteed, and at the same time the infected files are stored for possible future repair.
- ***Event History Log*** - opens the history log interface with an overview of all logged **AVG 8.0 Anti-Virus** actions.

7.1.4. Tools

- ***Scan computer*** - switches to the AVG scanning interface and launches a scan of the whole computer
- ***Scan selected folder*** - switches to the AVG scanning interface and allows you to define within the tree structure of your computer which files and folders should be scanned
- ***Update*** - automatically launches the update process of **AVG 8.0 Anti-Virus**
- ***Update from directory*** - runs the update process from the update files located in a specified folder on your local disk. However, this option is only recommended as an emergency, e.g. in situations where there is no connection to the Internet (*for example, your computer is infected and*

disconnected from the Internet; your computer is connected to a network with no access to the Internet, etc.). In the newly opened window select the folder where you have previously placed the update file, and launch the update process.

- ***Scan file*** - allows you to run an on-demand test over a single file selected from the tree structure of your disk
- ***Advanced settings*** - opens the ***AVG advanced settings*** dialog where you can edit the **AVG 8.0 Anti-Virus** configuration. Generally, it is recommended to keep the default settings of the application as defined by the software vendor.
-

7.1.5. Help

- ***Contents*** - opens the AVG help files
- ***Get Help Online*** - opens the AVG website at the customer support center page
- ***Your AVG Web*** - opens the AVG homepage (at www.avg.com)
- ***About Viruses and Threats*** - opens the online ***Virus Encyclopedia*** where you can look up detailed information on the identified virus
- ***Activate*** - opens the ***Activate AVG*** dialog with the data you have entered in the ***Personalize AVG*** dialog of the installation process. Within this dialog you can enter your license number to either replace the sales number (*the number you have installed AVG with*), or to replace the old license number (*e.g. when upgrading to a new AVG product*).
- ***Register now*** - connects to the registration website at www.avg.com. Please fill in your registration data; only customers who register their AVG product can receive free technical support.
- ***About AVG*** - opens the ***Information*** dialog with five tabs providing data on program name, program and virus database version, system info, license agreement, and contact information of ***AVG Technologies CZ***.

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7.2. Security Status Info

The ***Security Status Info*** section is located in the upper part of the AVG main window. Within this section you will always find information on the current security status of your **AVG 8.0 Anti-Virus**. Please see an overview of icons possibly depicted in this section, and their meaning:

The green icon indicates that your AVG is fully functional. Your computer is completely protected, up to date and all installed components are working properly.

The orange icon warns that one or more components are incorrectly configured and you should pay attention to their properties/settings. There is no critical problem in AVG and you have probably decided to switch some component off for some reason. You are still protected by AVG. However, please pay attention to the problem component's settings! Its name will be provided in the ***Security Status Info*** section.

This icon also appears if for some reason you have decided to ignore a component's error status (the "***Ignore component state***" option is available from the context menu opened by a right-click over the respective component's icon in the component overview of the AVG main window). You may need to use this option in a specific situation but it is strictly recommended to switch off the "***Ignore component state***" option as soon as possible.

The red icon indicates that AVG is in critical status! One or more components does not work properly and AVG cannot protect your computer. Please pay immediate attention to fixing the reported problem. If you are not able to fix the error yourself, contact the AVG technical support team.

It is strongly recommended that you pay attention to ***Security Status Info*** and in case the report indicates any problem, go ahead and try to solve it immediately. Otherwise your computer is at risk!

Note: *AVG status information can also be obtained at any moment from the system tray icon.*

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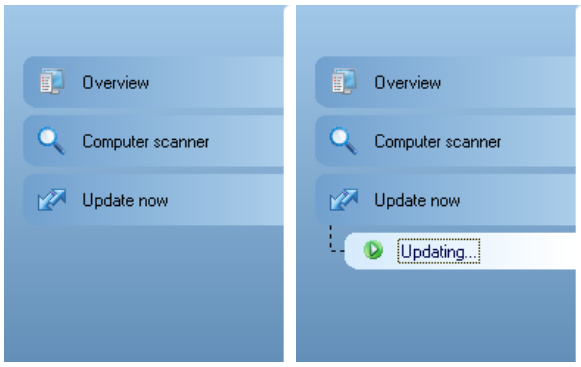
7.3. Quick Links

Quick links *(in the left section of the AVG User Interface)* allow you to immediately access the most important and most frequently used AVG features:



- ***Overview*** - use this link to switch from any currently opened AVG interface to the default one with an overview of all installed components - see chapter ***Components Overview >>***
- ***Computer scanner*** - use this link to open the AVG scanning interface where you can run tests directly, schedule scans, or edit their parameters - see chapter ***AVG Tests >>***
- ***Update now*** - this link open the updating interface, and launches the AVG update process immediately - see chapter ***AVG Updates >>***

These links are accessible from the user interface at all times. Once you use a quick link to run a specific process, the GUI will switch to a new dialog but the quick links are still available. Moreover, the running process is further graphically depicted - *see picture 2*.

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7.4. Components Overview

The ***Components Overview*** section is located in the central part of the AVG User Interface. The section is divided into two parts:

- Overview of all installed components consisting of a panel with the component's icon and the information of whether the respective component is active or inactive
- Description of a selected component

Within the **AVG 8.0 Anti-Virus** the ***Components Overview*** section contains information on the following components:

- ***Anti-Virus*** ensures that your computer is protected from viruses trying to enter your computer - details >>
- ***Anti-Spyware*** scans your applications in the background as you run them - details >>
-
- ***Anti-Rootkit*** detects programs and technologies trying to camouflage malware - details >>
-
-
- ***E-mail Scanner*** checks all incoming and outgoing mail for viruses - details

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>>

- ***License*** provides full wording of the AVG License Agreement - details >>
- ***LinkScanner*** checks the search results displayed in your internet browser - details >>
- ***Web Shield*** scans all data being downloaded by a web browser - details >>
- ***Resident Shield*** runs in the background and scans files as they are copied, opened or saved - details >>
- ***Update Manager*** controls all AVG updates - details >>

Single-click any component's icon to highlight it within the components overview. At the same time, the component's basic functionality description appears in the bottom part of the user interface. Double-click the icon to open the components own interface with a list of basic statistical data.

Right-click you mouse over a component's icon to expand a context menu: besides opening the component's graphic interface you can also select to ***Ignore component state***. Select this option to express you are aware of the component's error state but for some reason you wish to keep your AVG so and you do not want to be warned by the grey color of the system tray icon.

7.5. Statistics

The ***Statistics*** section is located in the left bottom part of the AVG User Interface. It offers a list of information regarding the program's operation:

- ***Last scan*** - provides the date when the last scan was performed
- ***Last update*** - provides the date when the last update was launched
- ***Virus DB*** - informs you about the currently installed version of the virus database
- ***AVG version*** - informs you about the AVG version installed *(the number is in the form of 8.0.xx, where 8.0 is the product line version, and xx stands for the number of the build)*
- ***License expires*** - provides the date of your AVG license expiration

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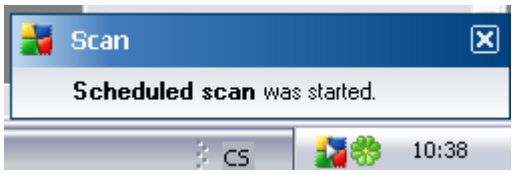
7.6. System Tray Icon

System Tray Icon (*on your Windows taskbar*) indicates the current status of your **AVG 8.0 Anti-Virus**. It is visible at all times on your system tray, no matter whether your AVG main window is opened or closed.

If in full color, the ***System Tray Icon*** indicates that all AVG components are active and fully functional. Also, AVG system tray icon can be displayed in full color if AVG is in error state but you are fully aware of this situation and you have deliberately decided to ***Ignore the component state***. A gray icon coloring with an exclamation mark indicates a problem (inactive component, error status, etc.). Double-click the ***System Tray Icon*** to open the main window and edit a component.

The system tray icon further informs on current AVG activities and possible status changes in the program (*e.g. automatic launch of a scheduled scan or update, , a component's status change, error status occurrence, ...*) via a pop-up window opened from the AVG system tray icon:



The ***System Tray Icon*** can also be used as a quick link to access the AVG main window at any time - double click on the icon. By right-click on the ***System Tray Icon*** you open a brief context menu with the following options:

- ***Open AVG User Interface*** - click to open the AVG User Interface
- ***Update*** - launches an immediate update
- ***Exit*** - click to close AVG *(You only close the user interface, AVG continues to run in the background and your computer is still fully protected!)*

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8. AVG Components

8.1. Anti-Virus

8.1.1. Anti-Virus Principles

The antivirus software's scanning engine scans all files and file activity (opening/closing files, etc.) for known viruses. Any detected virus will be blocked from taking any action and will then be cleaned or quarantined. Most antivirus software also uses heuristic scanning, where files are scanned for typical virus characteristics, so called viral signatures. This means that the antivirus scanner can detect a new, unknown virus, if the new virus contains some typical characteristics of existing viruses.

The important feature of antivirus protection is that no known virus can run on the computer!

Where just a single technology might fall short of detecting or identifying a virus, ***Anti-Virus*** combines several technologies to ensure that your computer is protected from viruses:

- Scanning - searching for character strings that are characteristic of a given virus
- Heuristic analysis - dynamic emulation of the scanned object's instructions in a virtual computer environment
- Generic detection - detection of instructions characteristic of the given virus/group of viruses

AVG is also able to analyze and detect executable applications or DLL libraries that could be potentially unwanted within the system. We call such threats Potentially Unwanted Programs (various kinds of spyware, adware etc.). Furthermore, AVG scans your system registry for suspicious entries, temporary Internet files and tracking cookies, and allows you to treat all potentially harmful items in the same way as any other infection.

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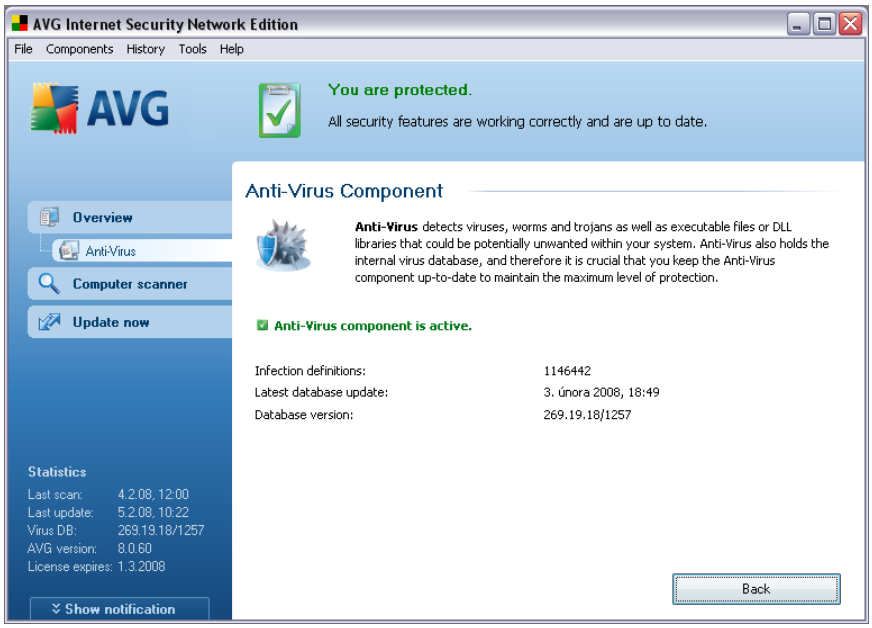
8.1.2. Anti-Virus Interface


AVG Internet Security Network Edition
File Components History Tools Help
You are protected.
All security features are working correctly and are up to date.
Anti-Virus Component
Overview
Anti-Virus
Computer scanner
Update now
Anti-Virus detects viruses, worms and trojans as well as executable files or DLL libraries that could be potentially unwanted within your system. Anti-Virus also holds the internal virus database, and therefore it is crucial that you keep the Anti-Virus component up-to-date to maintain the maximum level of protection.
Anti-Virus component is active.
Infection definitions: 1146442
Latest database update: 3. února 2008, 18:49
Database version: 269.19.18/1257
Statistics
Last scan: 4.2.08, 12:00
Last update: 5.2.08, 10:22
Virus DB: 269.19.18/1257
AVG version: 8.0.60
License expires: 1.3.2008
Show notification
Back

The ***Anti-Virus*** component's interface provides some basic information on the component's functionality, information on the component's current status (*Anti-Virus component is active.*), and a brief overview of ***Anti-Virus*** statistics:

- ***Infection definitions*** - number provides the count of viruses defined in the up-to-date version of the virus database
- ***Latest database update*** - specifies when and at what time the virus database was last updated
- ***Database version*** - defines the number of the latest virus database version; and this number increases with every virus base update

There is just one operating button available within this component's interface (***Back***) - press the button to return to the default AVG user interface (components overview).

Please note: *The software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

8.2. Anti-Spyware

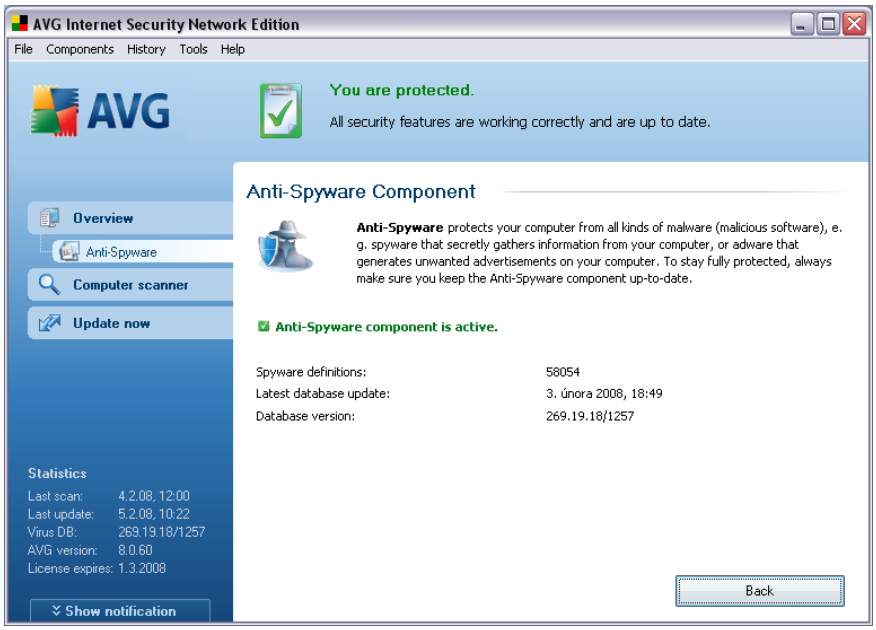
8.2.1. Anti-Spyware Principles

Spyware is usually defined as a type of malware, i.e. software, that gathers information from a user's computer without the user's knowledge or consent. Some spyware applications may also be installed on purpose and often contain advertisements, window pop-ups or different types of unpleasant software.

Currently, the most common source of infection is websites with potentially dangerous content. Other methods of transmission, such as via e-mail or transmission by worms and viruses are also prevalent. The most important protection is to use an always-on background scanner, ***Anti-Spyware***, that works like a resident shield and scans your applications in the background as you run them.

There is also the potential risk that malware has been transmitted to your computer prior to AVG installation, or that you have neglected to keep your **AVG 8.0 Anti-Virus** up-to-date with the latest database and program updates. For this reason, AVG allows you to fully scan your computer for malware/spyware using the scanning feature. It also detects sleeping and non-active malware, i.e. malware that has been downloaded but not yet activated.

8.2.2. Anti-Spyware Interface


AVG Internet Security Network Edition
File Components History Tools Help
You are protected.
All security features are working correctly and are up to date.
Anti-Spyware Component
Overview
Anti-Spyware
Computer scanner
Update now
Anti-Spyware protects your computer from all kinds of malware (malicious software), e. g. spyware that secretly gathers information from your computer, or adware that generates unwanted advertisements on your computer. To stay fully protected, always make sure you keep the Anti-Spyware component up-to-date.
Anti-Spyware component is active.
Spyware definitions: 58054
Latest database update: 3. února 2008, 18:49
Database version: 269.19.18/1257
Statistics
Last scan: 4.2.08, 12:00
Last update: 5.2.08, 10:22
Virus DB: 269.19.18/1257
AVG version: 8.0.60
License expires: 1.3.2008
Show notification
Back

The ***Anti-Spyware*** component's interface provides a brief overview on the component's functionality, information on the component's current status (*Anti-Spyware component is active.*), and some ***Anti-Spyware*** statistics:

- ***Spyware definitions*** - number provides the count of spyware samples defined in the latest spyware database version
- ***Latest database update*** - specifies when and at what time the spyware database was updated
- ***Database version*** - defines the number of the latest spyware database version; and this number increases with every virus base update

There is just one operating button available within this component's interface (***Back***) - press the button to return to the default AVG user interface (components overview).

Please note: The *software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

8.3. Anti-Rootkit

8.3.1. Anti-Rootkit Principles

Anti-Rootkit is a specialized tool detecting and effectively removing dangerous rootkits, i.e. programs and technologies that can camouflage the presence of malicious software on your computer.

A rootkit is a program designed to take fundamental control of a computer system, without authorization by the system's owners and legitimate managers. Access to the hardware is rarely required as a rootkit is intended to seize control of the operating system running on the hardware. Typically, rootkits act to obscure their presence on the system through subversion or evasion of standard operating system security mechanisms. Often, they are also Trojans as well, thus fooling users into believing they are safe to run on their systems. Techniques used to accomplish this can include concealing running processes from monitoring programs, or hiding files or system data from the operating system.

8.3.2. Anti-Rootkit Interface

AVG Internet Security Network Edition
File Components History Tools Help
You are protected.
All security features are working correctly and are up to date.
Anti-Rootkit Component
Overview
Anti-Rootkit
Computer scanner
Update now
Anti-Rootkit component is active.
Last rootkit search:
Not yet scanned
Anti-Rootkit settings
The standard scanning process does not detect or remove rootkits, therefore you should run a manual check with this component to ensure no existing rootkits are installed on your system.
Scan applications
Scan DLL libraries
Scan drivers
Quick rootkit scan
Full rootkit scan
Search for rootkits
Back
Statistics
Last scan: 4.2.08, 12:00
Last update: 5.2.08, 10:22
Virus DB: 269.19.18/1257
AVG version: 8.0.60
License expires: 1.3.2008
Show notification

The ***Anti-Rootkit*** user interface provides a brief description of the component's functionality, informs on the component's current status (*Anti-Rootkit component is active.*) and also brings information on the last time the ***Anti-Rootkit*** test was launched.

In the bottom part of the dialog you can find the ***Anti-Rootkit settings*** section where you can set up some elementary functions of the rootkit presence scanning. First, mark up the respective check-boxes to specify objects that should be scanned:

- ***Scan applications***
- ***Scan DLL libraries***
- ***Scan drivers***

Further you can pick the rootkit scanning mode:

- ***Quick rootkit scan*** - scans only the system folder (*typically c:\Windows*)
- ***Full rootkit scan*** - scans all accessible disks except for A: and B:

Control buttons available:

- ***Search for rootkits*** - since the rootkit scan is not an implicit part of the ***Scan of the whole computer***, you can run the rootkit scan directly from the ***Anti-Rootkit*** interface using this button

- ***Back*** - press this button to return to the default ***AVG user interface*** (components overview)

8.4. License

AVG Internet Security Network Edition
File Components History Tools Help
You are protected.
All security features are working correctly and are up to date.
License Component
Overview
License
Computer scanner
Update now
The License Component manages your current license status. Your license number determines the specific version of AVG you have. Please make sure that you enter and activate your license correctly, otherwise your software will not get updated properly and we will not be able to provide you with technical support.
License component is active. The installed product is AVG Internet Security Network [...]
License number: XXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX
License type: Full
License expires: 1. března 2008
Number of seats: 100
Statistics
Last scan: 4.2.08, 12:00
Last update: 5.2.08, 10:22
Virus DB: 269.19.18/1257
AVG version: 8.0.60
License expires: 1.3.2008
Show notification
License actions
Copy license number
Re-activate
Register
Back

In the ***Licence*** component interface you will find a brief text describing the component's functionality, information on its current status (*License component is active.*), and the following information:

- ***License number*** - provides the exact form of your license number. When entering your license number, you have to be absolutely precise and type it exactly as shown. For your comfort, the ***License*** dialog offers the ***Copy license number*** button: press the button to copy the license number into the clipboard, and then you can simply paste it anywhere you like (***CTRL+V***).

- ***License type*** - specifies the product edition defined by your license number.

- ***License expires*** - this date determines the period of validity of your license. If you want to go on using AVG after this date you have to renew your license. The license renewal can be performed online on the AVG website.

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- ***Number of seats*** - how many workstations on which you are entitled to install your AVG.

Control buttons

- ***Copy license number*** - press the button to insert the currently used license number into clipboard (*just like with CTRL+C*), and you can paste it wherever needed
- ***Re-activate*** - opens the ***Activate AVG*** dialog with the data you have entered in the ***Personalize AVG*** dialog of the installation process. Within this dialog you can enter your license number to either replace the sales number (*the number you have installed AVG with*), or to replace the old license number (*e. g. when upgrading to a new AVG product*).
- ***Register*** - connects to the registration website at www.avg.com. Please fill in your registration data; only customers who register their AVG product can receive free technical support.
- ***Back*** - press this button to return to the default AVG user interface (components overview)

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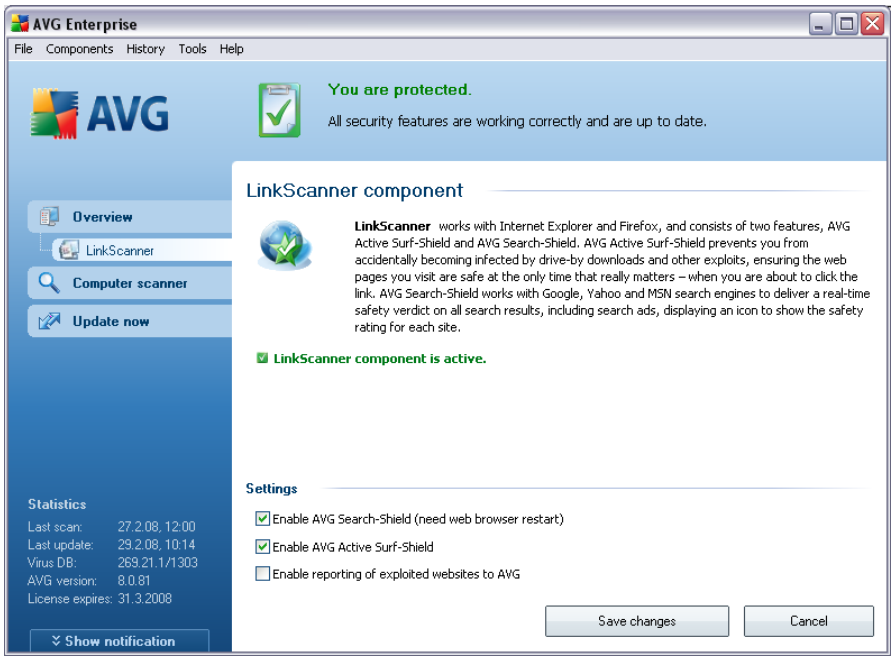
8.5. Link Scanner

The ***LinkScanner*** component consists of two parts that you can switch on/off in the ***LinkScanner component*** interface:


AVG Enterprise
File Components History Tools Help
You are protected.
All security features are working correctly and are up to date.
Overview
LinkScanner
Computer scanner
Update now
LinkScanner component
LinkScanner works with Internet Explorer and Firefox, and consists of two features, AVG Active Surf-Shield and AVG Search-Shield. AVG Active Surf-Shield prevents you from accidentally becoming infected by drive-by downloads and other exploits, ensuring the web pages you visit are safe at the only time that really matters – when you are about to click the link. AVG Search-Shield works with Google, Yahoo and MSN search engines to deliver a real-time safety verdict on all search results, including search ads, displaying an icon to show the safety rating for each site.
LinkScanner component is active.
Settings
Enable AVG Search-Shield (need web browser restart)
Enable AVG Active Surf-Shield
Enable reporting of exploited websites to AVG
Save changes
Cancel
Statistics
Last scan: 27.2.08, 12:00
Last update: 29.2.08, 10:14
Virus DB: 269.21.1/1303
AVG version: 8.0.81
License expires: 31.3.2008
Show notification

- ***Enable AVG Search-Shield*** - (*on by default*): advisory notifying icons on searches performed in Google, Yahoo or MSN having checked ahead the content of sites returned by the search engine. The browsers supported are Internet Explorer and Firefox.

- ***Enable AVG Active Surf-Shield*** - (*on by default*): active (*real-time*) protection against exploitive sites as they are accessed. Known malicious site connections and their exploitive content is blocked as they are accessed by the user via a web browser (*or any other application that uses HTTP*).

- ***Back reporting of exploiting web sites*** - mark this item to allow back reporting of exploits and bad sites found by users either via ***Safe Surf*** or ***Safe Search*** to feed the database collecting information on malicious activity on the web.

8.5.1. AVG Search-Shield

When searching Internet with the ***AVG Search-Shield*** on, all search results returned from the most popular search engines like Yahoo!, Google, MSN, etc. are evaluated for dangerous or suspicious links. By checking these links and marking the bad links, the ***AVG Security Toolbar*** warns you before you click on dangerous or suspicious links, so you can ensure you only go to safe websites.

While a link is being evaluated on the search results page, you will see a graphic sign next to the link informing that the link verification is in progress. When the evaluation is complete, the respective informative icon will be displayed:

The linked page is safe (*with Yahoo! search engine within AVG Security Toolbar this icon will not be displayed!*).

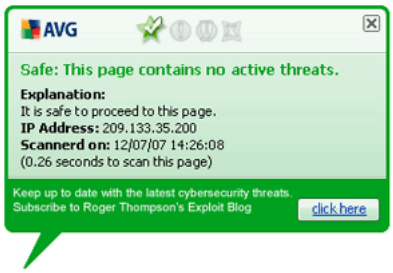
The linked page does not contain threats but is somewhat suspicious (*questionable in origin or motive, therefore not recommended for e-shopping etc.*).

The linked page can be either safe itself, but containing further links to positively dangerous pages; or suspicious in code, though not directly employing any threats at the moment.

The linked page contains active threats! For your own safety, you will not be allowed to visit this page.

The linked page is not accessible, and so could not be scanned.

Hovering over an individual rating icon will display details about the particular link in question. Information include additional details of the threat (if any), the IP address of the link and when the page was scanned by AVG:


AVG
Safe: This page contains no active threats.
Explanation:
It is safe to proceed to this page.
IP Address: 209.133.35.200
Scannerd on: 12/07/07 14:26:08
(0.26 seconds to scan this page)
Keep up to date with the latest cybersecurity threats.
Subscribe to Roger Thompson's Exploit Blog
click here

8.5.2. AVG Active Surf-Shield

This powerful protection will block malicious content of any webpage you try to open, and prevent it from being downloaded to your computer. With this feature enabled, clicking a link or typing in a URL to a dangerous site will automatically block you from opening the web page thus protecting you from inadvertently being infected. It is important to remember that exploited web pages can infect your computer simply by visiting the affected site, for this reason when you request a dangerous webpage containing exploits or other serious threats, the ***AVG Security Toolbar*** will not allow your browser to display it.

If you do encounter a malicious web site, within your web browser the ***AVG Security Toolbar*** will warn you with a screen similar to:

AVG
Danger: AVG Safe Search & Surf hat detected active threats on this page and has blocked access for your protection.
Risk Category: Exploit server
Explanation: The IP address of this web page belongs to a known malicious site. This is either not the true address of the URL you just clicked on or it is referenced, either intentionally or or unintentionally, by the site you were attempting to visit. AVG Safe Seach and Surf has prevented access to this IP address and its malicious content.
IP Adress: 66.xx.xxx.99
For additional information click here
Suggestions:
Click the "Back" button on your browser to return to the previous page and choose another link (recommended)
If you would like to ignore the warning and continue to the page, click here (not recommended)

If you still wish to visit the infected page, a link to the page is available on this screen, ***but continuing to these pages in not recommended!***

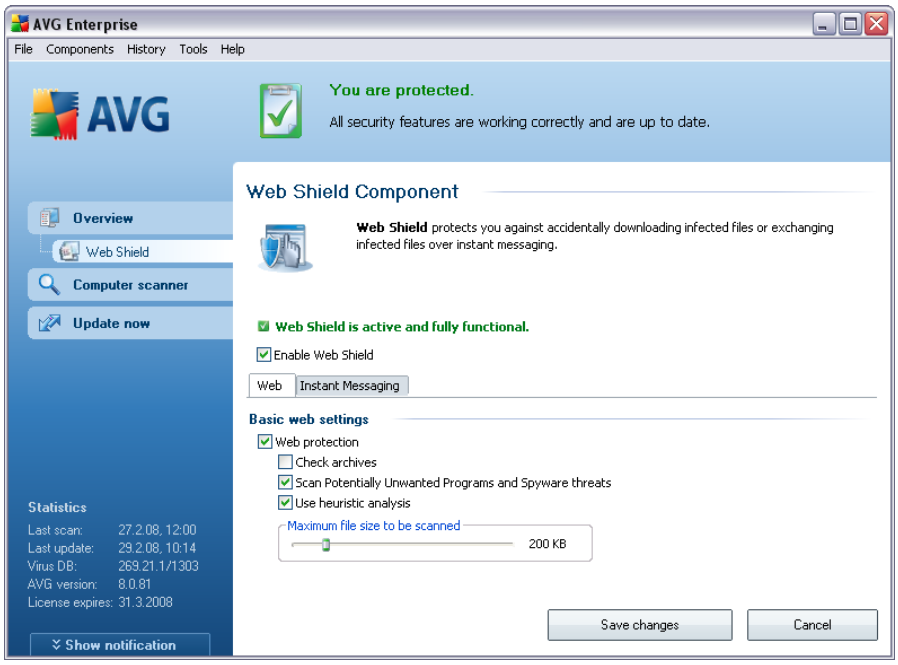
8.6. Web Shield

8.6.1. Web Shield Principles

Web Shield is a type of a real time resident protection; it scans the content of visited web pages (and possible files included in them) even before these are displayed in your web browser or downloaded to your computer.

Web Shield detects that the page you are about to visit includes some dangerous javascript, and prevents the page from being displayed. Also, it recognizes malware contained in a page and stops its downloading immediately so that it never gets to your computer.

8.6.2. Web Shield Interface



The ***Web Shield*** component's interface describes the behavior of this type of protection. Further you can find information on the component's current status (*Web Shield is active and fully functional.*). In the bottom part of the dialog you will then find the elementary editing options of this component's functionality.

Basic component configuration

First of all, you have the option to immediately switch on/off the ***Web Shield*** by checking the ***Enable Web Shield*** item. This option is enabled by default, and the ***Web Shield*** component is active. However, if you do not have a good reason to change this settings, we recommend to keep the component active. If the item is checked, and the ***Web Shield*** is running, more configuration options are available and editable on two tabs:

- ***Web*** - you can edit the component's configuration regarding the scan of the website content. The editing interface allows you to configure the following elementary options:
    - ***Web protection*** - this option confirms that the ***Web Shield*** should perform scanning of the www pages content. Provided this option is on (

by default), you can further switch on/off these items:

- ***Check archives*** - scan the content of archives possibly included in the www page to be displayed
- ***Scan Potentially Unwanted Programs*** - scan potentially unwanted programs (*executable programs that can operate as spyware or adware*) included in the www page to be displayed
- ***Use heuristic analysis*** - scan the content of the page to be displayed using the heuristic analysis method *(dynamic emulation of the scanned object's instructions in a virtual computer environment - see chapter Anti-Virus Principles*)
- ***Maximum file size to be scanned*** - if included files are present in the displayed page you can also scan their content even before these are downloaded to your computer. However, scanning of large files takes quite some time and the web page download might be slowed significantly. You can use the slide bar to specify the maximum size of a file that is still to be scanned with ***Web Shield***. Even if the downloaded file is bigger than specified, and therefore will not be scanned with ***Web Shield***, you are still protected: in case the file is infected, the ***Resident Shield*** will detect it immediately.

- ***Instant Messaging*** - allows you to edit the components settings referring to instant messaging (*e.g. ICQ, Skype, MSN Messenger, ...*) scanning.
  - Instant Messaging protection - check this item if you wish that the Web Shield verifies the on-line communication is virus free. Provided this option is on, you can further specify which instant messaging application you want to control - currently **AVG 8.0 Anti-Virus** supports the ICQ and MSN applications.

Please note: The *software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

Control buttons

The control buttons available within the ***Web Shield*** interface are as follows:

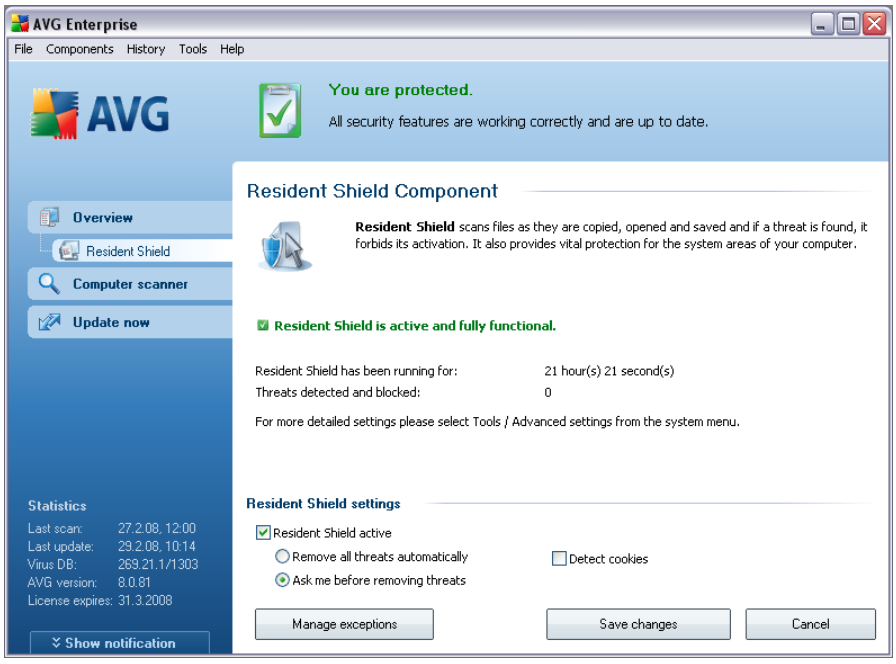
- ***Save changes*** - press this button to save and apply any changes made in this dialog
- ***Cancel*** - press this button to return to the default AVG user interface (*components overview*)

8.7. Resident Shield

8.7.1. Resident Shield Principles

The ***Resident Shield*** scans files as they are copied, opened or saved. When the ***Resident Shield*** discovers a virus in a file that is accessed, it stops the operation currently being performed and does not allow the virus to activate itself. The ***Resident Shield***, loaded in the memory of your computer during system startup, also provides vital protection for the system areas of your computer.

8.7.2. Resident Shield Interface


AVG Enterprise
File Components History Tools Help
AVG
You are protected.
All security features are working correctly and are up to date.
Overview
Resident Shield
Computer scanner
Update now
Resident Shield Component
Resident Shield scans files as they are copied, opened and saved and if a threat is found, it forbids its activation. It also provides vital protection for the system areas of your computer.
Resident Shield is active and fully functional.
Resident Shield has been running for: 21 hour(s) 21 second(s)
Threats detected and blocked: 0
For more detailed settings please select Tools / Advanced settings from the system menu.
Statistics
Last scan: 27.2.08, 12:00
Last update: 29.2.08, 10:14
Virus DB: 269.21.1/1303
AVG version: 8.0.81
License expires: 31.3.2008
Show notification
Resident Shield settings
Resident Shield active
Remove all threats automatically
Detect cookies
Ask me before removing threats
Manage exceptions
Save changes
Cancel

Besides an overview of the most important statistical data and the information on the component's current status (*Resident Shield is active and fully functional*), the ***Resident Shield*** interface offers some elementary component settings options, too. The statistics is as follows:

- ***Resident Shield has been active for*** - provides the time since the latest component's launch
- ***Threats detected and blocked*** - number of detected infections that were prevented from being run/opened

Basic component configuration

In the bottom part of the dialog window you will find the section called ***Resident Shield settings*** where you can edit some basic settings of the component's functionality (*detailed configuration, as with all other components, is available via the File/Advanced settings item of the system menu*).

The ***Resident Shield is active*** option allows you to easily switch on/off resident protection. By default, the function is on. With resident protection on you can further decide how the possibly detected infections should be treated (removed):

- either automatically (***Remove all threats automatically***)
- or only after the user's approval (***Ask me before removing threats***)

This choice has no impact on the security level, and it only reflects your preferences.

In both cases, you can still select whether you want to ***Remove cookies automatically.*** In specific cases you can switch this option on to achieve maximum security levels, however it is switched off by default. (*cookies = parcels of text sent by a server to a web browser and then sent back unchanged by the browser each time it accesses that server. HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*).

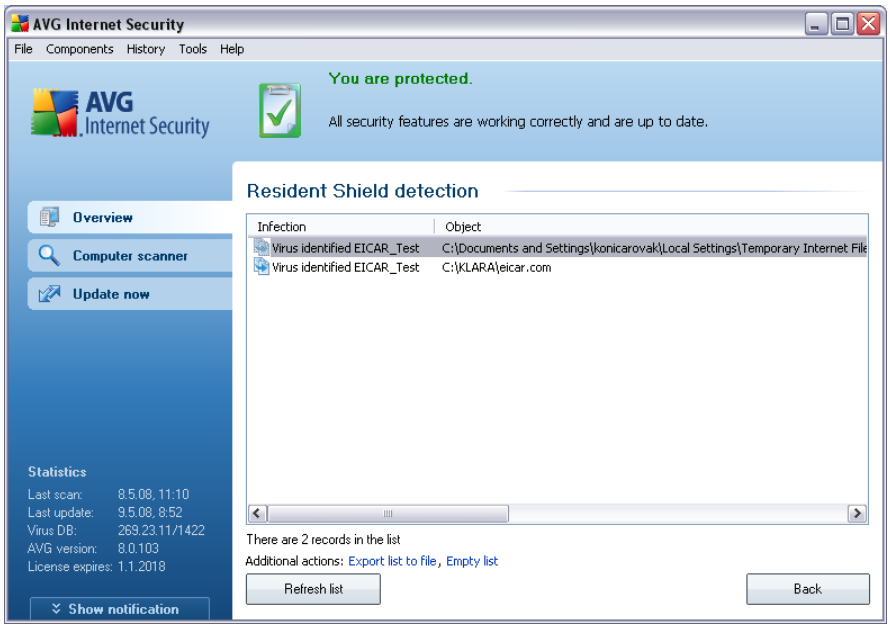
Please note: The *software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

Control buttons

The control buttons available within the ***Resident Shield*** interface are as follows:

- ***Manage exceptions*** - opens the ***Resident Shield - Directory Excludes*** dialog where you can define folders that should be left out from the ***Resident Shield*** scanning
- ***Save changes*** - press this button to save and apply any changes made in this dialog
- ***Cancel*** - press this button to return to the default ***AVG user interface*** (components overview)

8.7.3. Resident Shield Detection



The ***Resident Shield detection*** offers an overview of objects that were detected by the ***Resident Shield***, evaluated as dangerous and either cured or moved to the ***Virus Vault***. For each detected object the following information is provided:

- ***Infection***- description (possibly even name) of the detected object
- ***Object*** - object location
- ***Result*** - action performed with the detected object
- ***Object Type*** - type of the detected object

- ***Process*** - what action was performed to call out the potentially dangerous object so that it could be detected

In the bottom part of the dialog, under the list, you will find information on total number of detected objects listed above. Further you can export the entire list of detected objects in a file (***Export list to file***) and delete all entries on detected objects (***Empty list***).

8.8. Update Manager

8.8.1. Update Manager Principles

No security software can guarantee true protection from various types of threats unless it is regularly updated! Virus writers are always looking for new flaws that they can exploit in both software and operating systems. New viruses, new malware, new hacking attacks appear daily. For this reason, software vendors are continually issuing updates and security patches, to fix any security holes that are discovered.

It is crucial to update your AVG regularly!

The ***Update Manager*** helps you to control regular updating. Within this component you can schedule automatic downloads of update files either from the Internet, or the local network. Essential virus definition updates should be daily if possible. Less urgent program updates can be weekly.

Note: *Please pay attention to the AVG Updates chapter for more information on update types and levels!*

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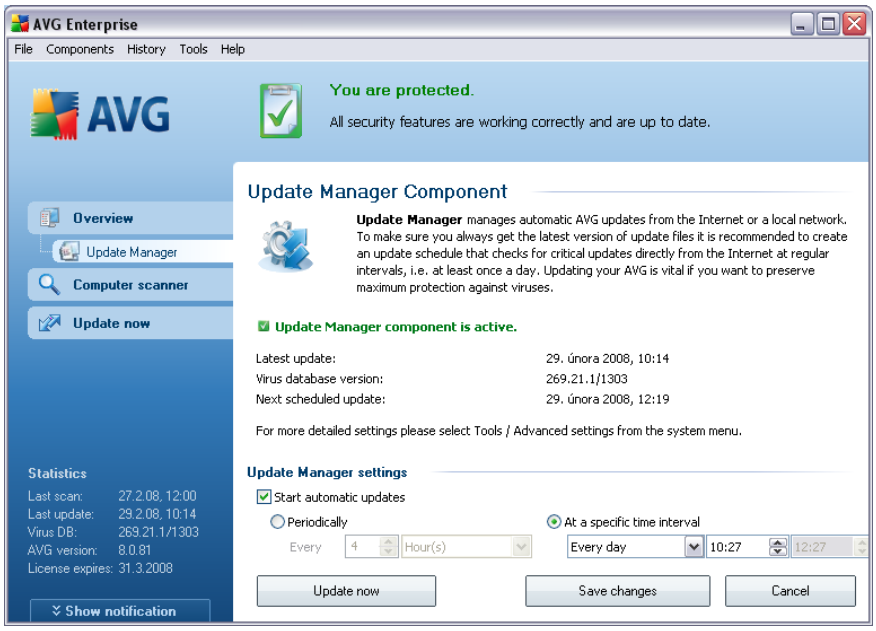
8.8.2. Update Manager Interface


AVG Enterprise
File Components History Tools Help
You are protected.
All security features are working correctly and are up to date.
Update Manager Component
Overview
Update Manager
Computer scanner
Update now
Update Manager manages automatic AVG updates from the Internet or a local network. To make sure you always get the latest version of update files it is recommended to create an update schedule that checks for critical updates directly from the Internet at regular intervals, i.e. at least once a day. Updating your AVG is vital if you want to preserve maximum protection against viruses.
Update Manager component is active.
Latest update: 29. února 2008, 10:14
Virus database version: 269.21.1/1303
Next scheduled update: 29. února 2008, 12:19
For more detailed settings please select Tools / Advanced settings from the system menu.
Statistics
Last scan: 27.2.08, 12:00
Last update: 29.2.08, 10:14
Virus DB: 269.21.1/1303
AVG version: 8.0.81
License expires: 31.3.2008
Update Manager settings
Start automatic updates
Periodically
At a specific time interval
Every
Hour(s)
Every day
10:27
Update now
Save changes
Cancel
Show notification

The ***Update Manager***'s interface displays information about the component's functionality and its current status (*Update manager is active.*), and provides the relevant statistical data:

- ***Latest update*** - specifies when and at what time the database was updated
- ***Virus database version*** - defines the number of the latest virus database version; and this number increases with every virus base update

Basic component configuration

In the bottom part of the dialog you can find the ***Update Manager settings*** section where you can perform some changes to the rules of the update process launch. You can define whether you wish the update files to be downloaded automatically (***Start automatic updates***) or just on demand. By default, the ***Start automatic updates*** option is switched on and we recommend to keep it that way! Regular download of the latest update files is crucial for proper functionality of any security software!

Further you can define when the update should be launched:

- ***Periodically*** - define the time interval

- **At a specific time** - define the exact day and time

By default, the update is set for every 4 hours. It is highly recommended to keep this setting unless you have a true reason to change it!

Please note: The *software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

Control buttons

The control buttons available within the ***Update Manager*** interface are as follows:

- ***Update now*** - launches an immediate update on demand
- ***Save changes*** - press this button to save and apply any changes made in this dialog
- ***Cancel*** - press this button to return to the default ***AVG user interface*** (components overview)

8.9. AVG Security Toolbar

The ***AVG Security Toolbar*** is designed to work with ***MS Internet Explorer*** (*version 6.0 or greater*) and ***Mozilla Firefox*** (*version 1.5 or greater*).

Once installed the ***AVG Security Toolbar*** will by default be located just under your browsers address bar:

The ***AVG Security Toolbar*** consists of the following:

- ***AVG logo button*** - provides access to general toolbar items. Click the logo button to get redirected to the AVG website (www.avg.com). Clicking the pointer next to the AVG icon will open the following:
  - ***Toolbar Info*** - link to the ***AVG Security Toolbar*** home page with detailed information on the toolbar's protection

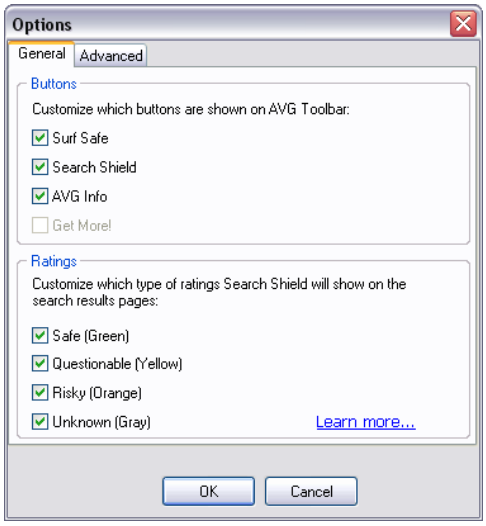
- ***Launch AVG 8.0*** - opens the AVG 8 user interface

- ***Options*** - opens a configuration dialog where you can adjust your ***AVG Security Toolbar*** settings to suit your needs; the dialog is divided into two tabs:

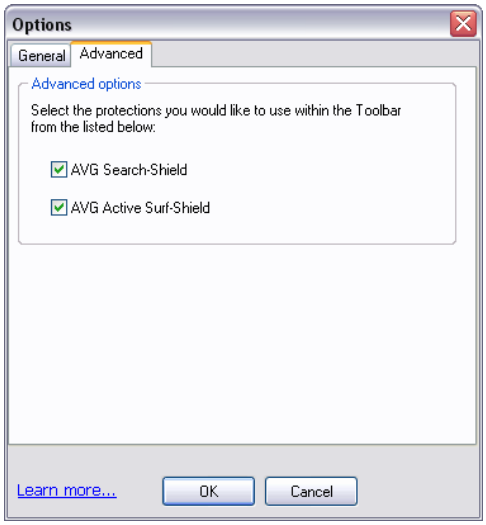
  - ***General*** - on this tab you can find two sections named ***Buttons*** and ***Ratings***.

    The ***Buttons*** section allows you to configure which buttons are visible or hidden on the ***AVG Security Toolbar***. By default all buttons are visible.

    The ***Ratings*** section allows you to determine what type of ratings do you want to be displayed for your search results. By default all ratings are visible but you may hide some of them (*when searching from the Yahoo! search box, only safe results are displayed*).



  - ***Advanced*** - on this tab you can edit the ***AVG Security Toolbar*** protection features. By default, both the ***AVG Search-Shield*** and ***AVG Active Surf-Shield*** features are enabled.



- o ***Update*** - checks for new updates for your ***AVG Security Toolbar***
- o ***Help*** - provides options to open the help file, contact ***AVG technical support***, or view the details of the current version of the toolbar

- ***Yahoo! powered search box*** - easy and safe way to search the web using Yahoo! search. Enter a word or phrase into the search box press ***Search*** to start the search on the Yahoo! server directly, no matter what page is currently displayed. The search box also lists your search history. Searches done through the search box are analyzed using the ***AVG Search-Shield*** protection.
- ***AVG Active Surf-Shield button*** - on/off button controls the status of the ***AVG Active Surf-Shield*** protection
- ***AVG Search-Shield button*** - on/off button controls the status of the ***AVG Search-Shield*** protection
- ***AVG Info button*** - provides links to important security information located on the AVG website (www.avg.com)

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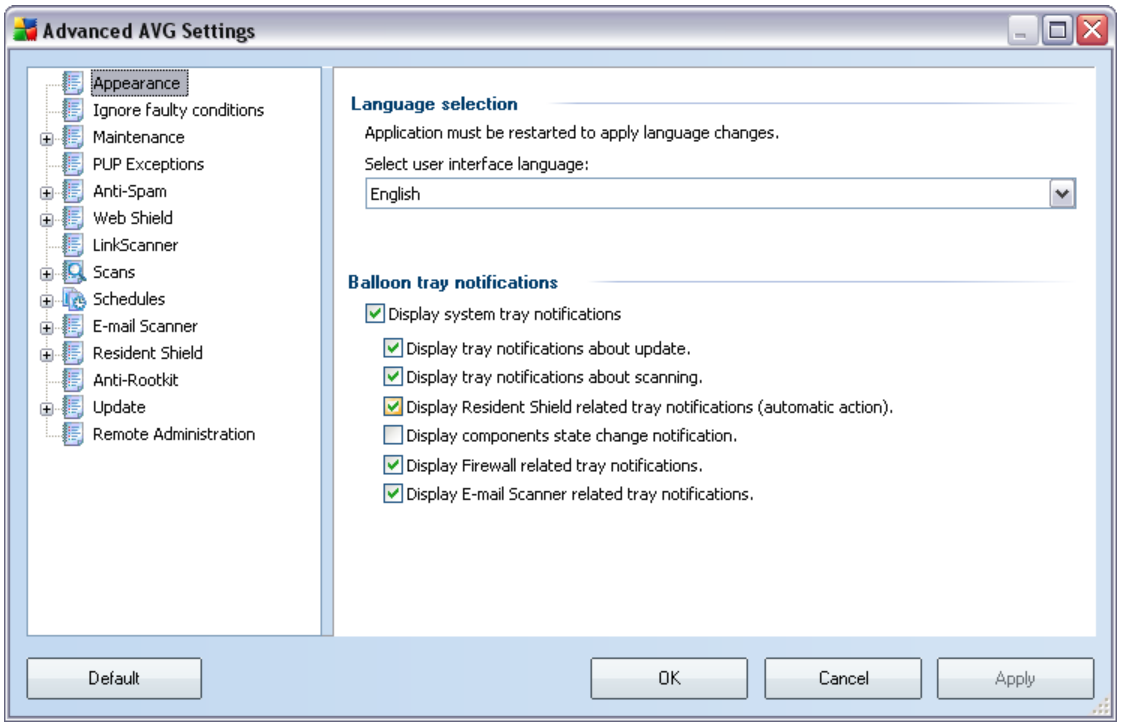
9. AVG Advanced Settings

The advanced configuration dialog of **AVG 8.0 Anti-Virus** opens in a new window named ***Advanced AVG Settings***. The window is divided into two sections: the left part offers a tree-arranged navigation to the program configuration options. Select the component you want to change the configuration of (*or its specific part*) to open the editing dialog in the right-hand section of the window.

9.1. Appearance

The first item of the navigation tree, ***Appearance***, refers to the general settings of the AVG user interface and a few elementary options of the application's behavior:



Language selection

In the ***Language selection*** section you can chose your desired language from the drop-down menu; the language will then be used for the entire AVG user interface. The drop-down menu only offers those languages you have previously selected to be installed during the installation process (see chapter Custom Installation - Component Selection). However, to finish switching the application to another language you have

to restart the user interface; follow these steps:

- Select the desired language of the application and confirm your selection by pressing the ***Apply*** button (right-hand bottom corner)
- Press the ***OK*** button to close the ***Advanced AVG Settings*** editing dialog
- Close the AVG user interface via the system menu item option ***File/Exit***
- Re-open the AVG user interface by one of these options: double-click the AVG system tray icon, double-click the AVG icon on your desktop, or via the menu ***Start/All Programs/AVG 8.0/AVG User Interface*** (see chapter ***Access to User Interface***). The user interface will then be displayed in the newly selected language.

Balloon tray notifications

Within this section you can suppress display of system tray balloon notifications on the status of the application. By default, the balloon notifications are allowed to be displayed, and it is recommended to keep this configuration! The balloon notifications typically inform on some AVG component's status change, and you should pay attention to them!

However, if for some reason you decide you do not wish these notifications to be displayed, or you would like only certain notifications (related to a specific AVG component) to be displayed, you can define and specify your preferences by checking/unchecking the following options:

- ***Display system tray notifications*** - by default, this item is checked (*switched on*), and notifications are displayed. Uncheck this item to completely turn off the display of all balloon notifications. When turned on, you can further select what specific notifications should be displayed:
  - ***Display tray notifications about update*** - decide whether information regarding AVG update process launch, progress, and finalization should be displayed;
  - ***Display tray notifications about scanning*** - decide whether information upon automatic launch of the scheduled scan, its progress and results should be displayed;
  - ***Display Resident Shield related tray notifications*** - decide whether information regarding file saving, copying, and opening processes

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should be displayed or suppressed;

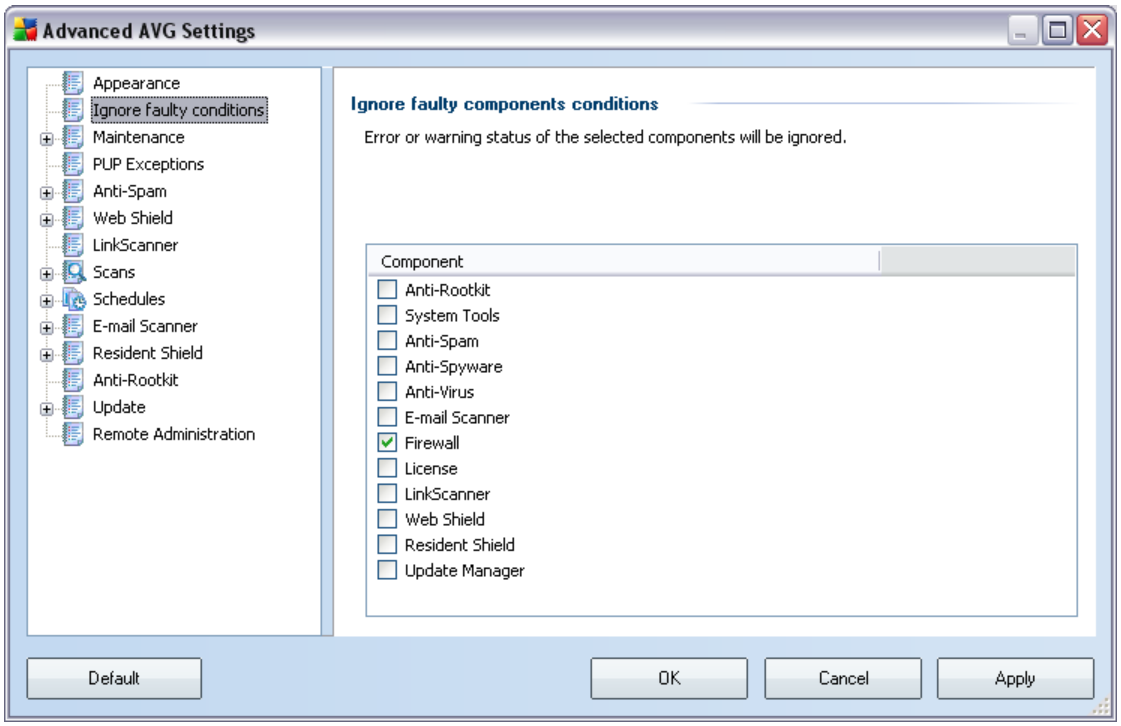
- ***Display components state change notifications*** - decide whether information regarding component's activity/inactivity or its possible problem should be displayed. When reporting a component's fault status, this option equals to the informative function of the system tray icon (color changing) reporting a problem in any AVG component.

-

- ***Display E-mail Scanner related tray notifications*** - decide whether information upon scanning of all incoming and outgoing e-mail messages should be displayed.

9.2. Ignore Faulty Conditions

In the ***Ignore faulty components conditions*** dialog you can tick those components that you do not want to get informed about:



By default, no component is selected in this list. It means that if any component get to an error status, you will be informed about it immediately via:

- ***system tray icon*** - while all parts of AVG are working properly, the icon is displayed in four colors; however, if an error occurs, the icons switches to grey color with a red exclamation mark,

- text description of the existing problem in the ***Security Status Info*** section of the AVG main window

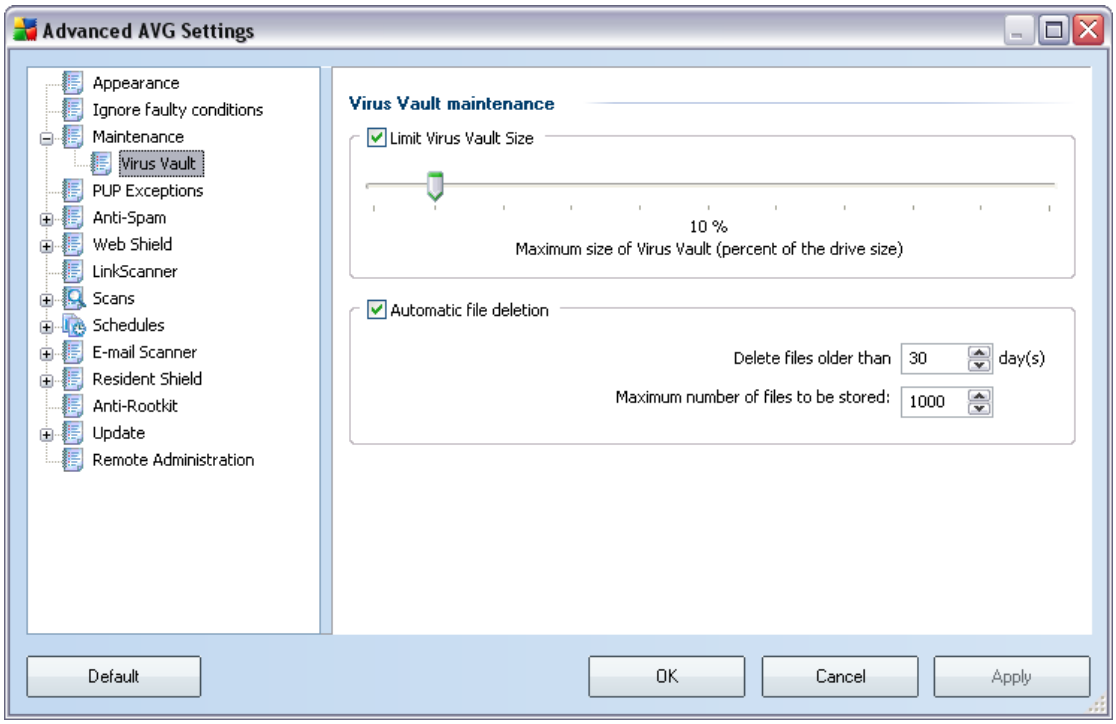
There might be a situation that for some reason you need to switch a component off temporarily (*this is not recommended, you should try to keep all components permanently on and in default configuration, but it may be happen*). In that case the system tray icon automatically reports the component's error status. However, in this very case we cannot talk about an actual error since you have deliberately induced it yourself, and you are aware of the potential risk. At the same time, once being displayed in grey color, the icon cannot actually report any possible further error that might appear.

For this situation, within the above dialog you can select components that may be in an error state (*or switched off*) and you do not wish to get informed about it. The same option of ***Ignoring component state*** is also available for specific components directly from the components overview in the AVG main window.

9.3. Maintenance

The ***Maintenance*** item opens the editing interface where you can set up ***Virus vault*** maintenance parameters:

9.3.1. Virus Vault



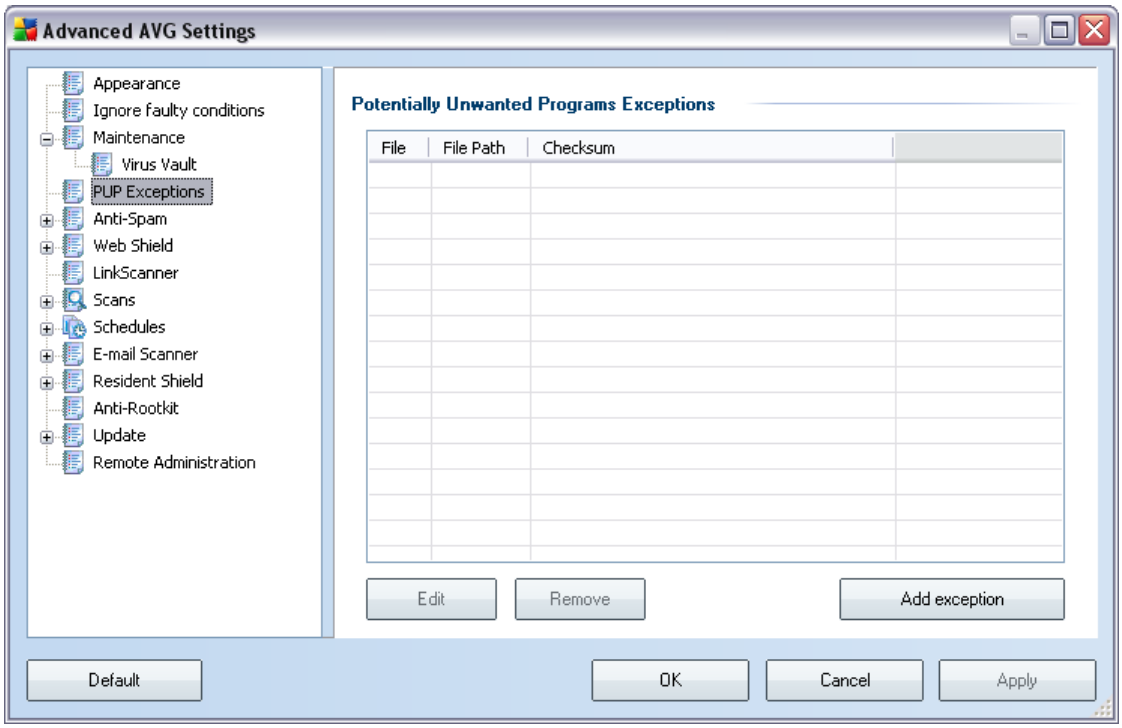
The ***Virus Vault maintenance*** dialog allows you to define several parameters regarding the administration of objects stored in the ***Virus Vault***:

- ***Limit Virus vault size*** - use the slider to set up the maximum size of the ***Virus Vault***. The size is specified proportionally compared to the size of your local disk.
- ***Automatic file deletion*** - in this section define the maximum length of time that objects should be stored in the ***Virus Vault*** (***Delete files older than ... days***), and the maximum number of files to be stored in the ***Virus Vault*** (***Maximum number of files to be stored***)

9.4. PUP Exceptions

AVG is able to analyze and detect executable applications or DLL libraries that could be potentially unwanted within the system. In some cases the user may wish to keep certain unwanted programs on the computer, (programs that were installed on purpose). Some programs, especially free ones, include adware. Such adware might be detected and reported by AVG as a ***potentially unwanted program***. If you wish

to keep such a program on your computer, you can define it as a potentially unwanted program exception:



The ***Potentially Unwanted Programs Exceptions*** dialog displays a list of already defined and currently valid exceptions from potentially unwanted programs. You edit, delete, or add new exception.

Control buttons

- ***Edit*** - opens an editing dialog (*identical with the dialog for new exception definition, see below*) of an already defined exception, where you can change the exception's parameters
- ***Remove*** - deletes the selected item from the list of exceptions
- ***Add exception*** - open an editing dialog where you can define parameters of the new exception to be created:

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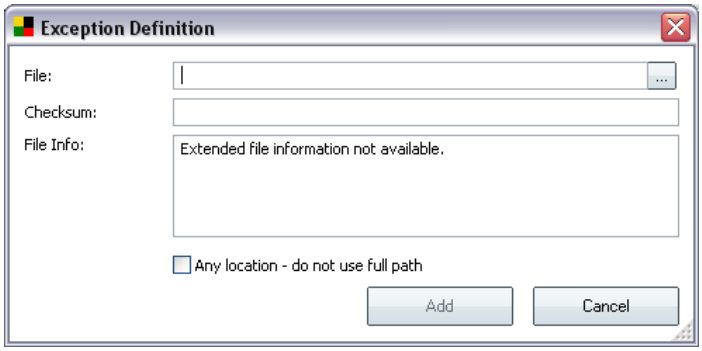

- ***File*** - type the full path to the file that you want to mark as an exception
- ***Checksum*** - displays the unique 'signature' of the chosen file. This checksum is an automatically generated string of characters, which allows AVG to unequivocally distinguish the chosen file from other files. The checksum is generated and displayed after successful addition of the file.
- ***File Info*** - displays any additional information available about the file (*license/version information etc.*)
- ***Any location - do not use full path*** - if you want to define this file as an exception only for the specific location, then leave this checkbox unchecked

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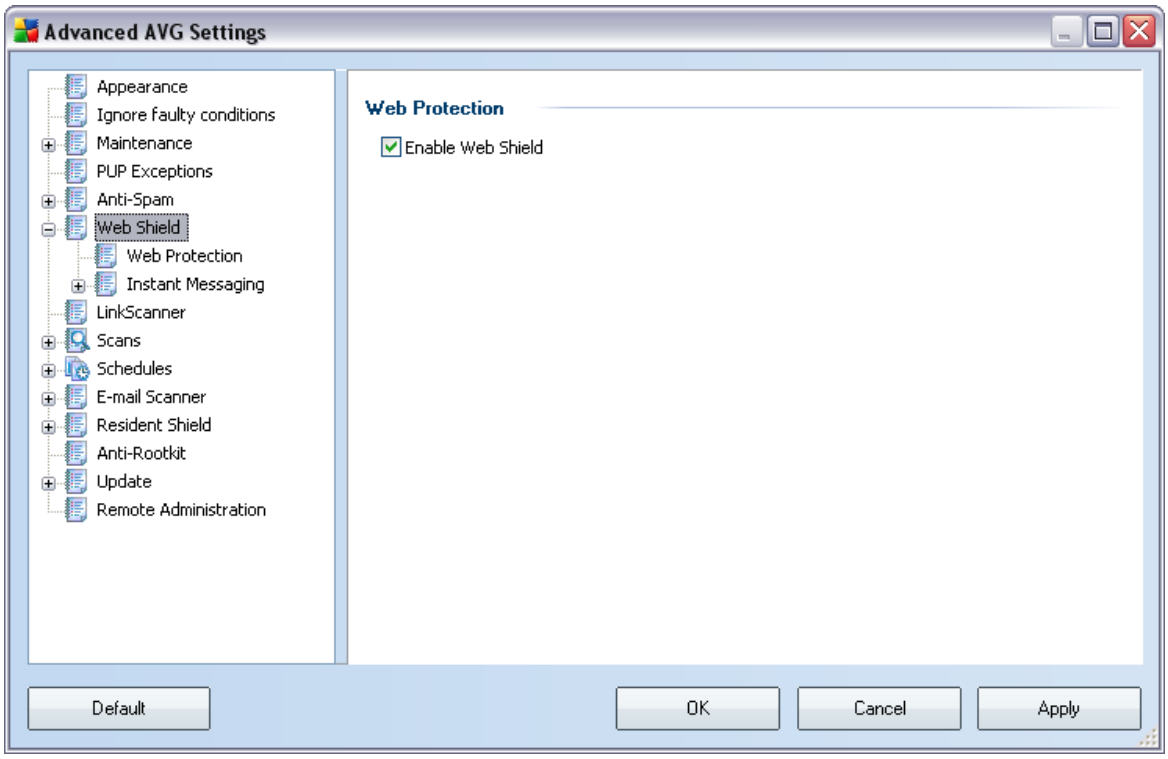
9.5. Web Shield



The ***Web protection*** dialog offers just one single editing option: by ticking the ***Enable Web Shield*** option you can activate/deactivate the entire ***Web Shield*** component (*activated by default*). For further advanced settings of this component please continue to the subsequent dialogs as listed in the tree navigation.

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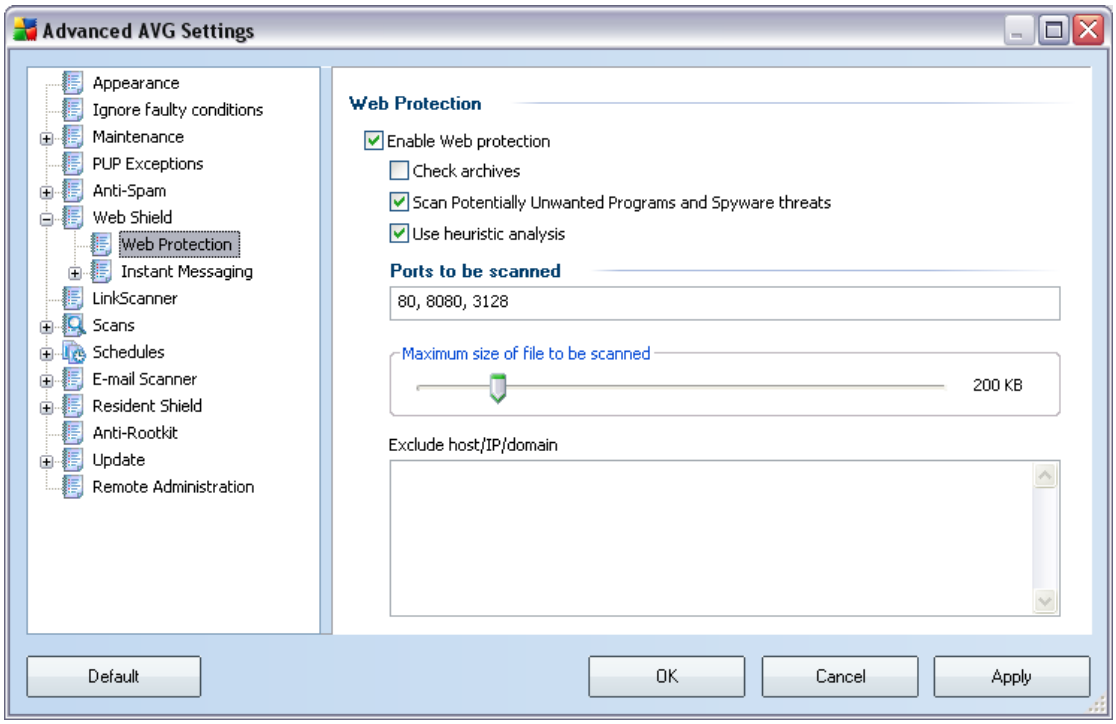
9.5.1. Web Protection



In the ***Web Protection*** dialog you can edit the component's configuration regarding the scan of the website content. The editing interface allows you to configure the following elementary options:

- ***Web protection*** - this option confirms that the ***Web Shield*** should perform scanning of the www pages content. Provided this option is on (*by default*), you can further switch on/off these items:
    - ***Check archives*** - scan the content of archives possibly included in the www page to be displayed .
    - ***Scan Potentially Unwanted Programs and Spyware threats*** - scan potentially unwanted programs (*executable programs that can operate as spyware or adware*) included in the www page to be displayed, and spyware infections.
    - ***Use heuristic analysis*** - scan the content of the page to be displayed using the heuristic analysis method (*dynamic emulation of the scanned object's instructions in a virtual computer environment*).

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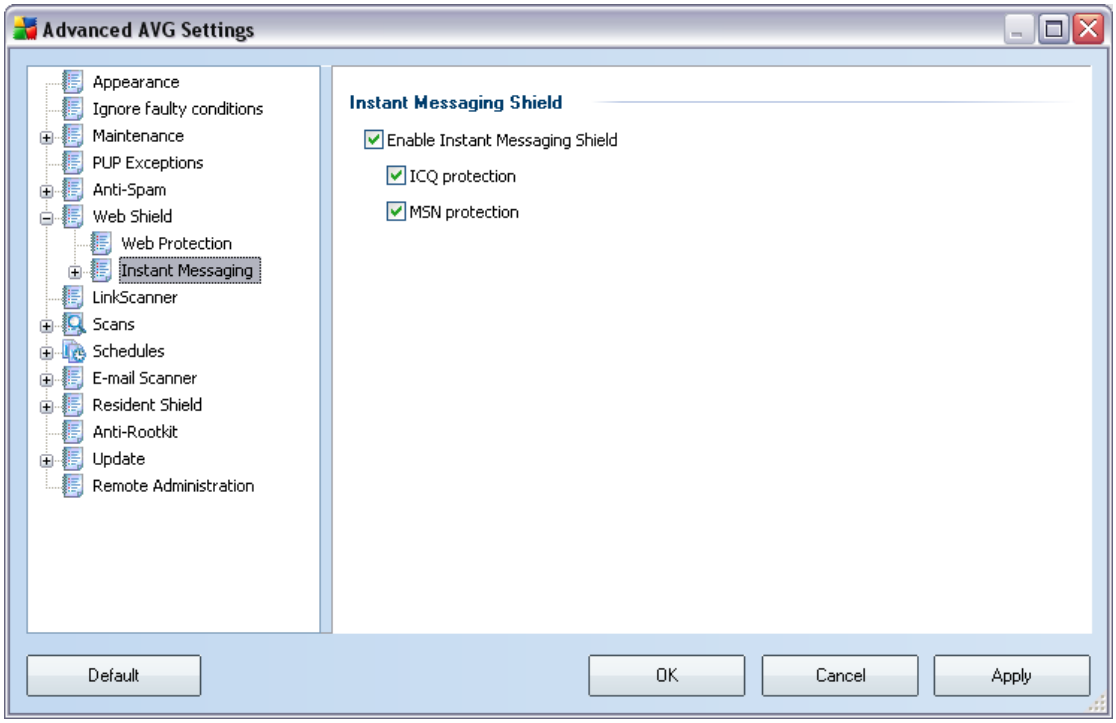
- ***Ports to be scanned*** - this field lists the standard http communication port numbers. If your computer configuration differs, you can change the port numbers as needed.

- ***Maximum file size to be scanned*** - if included files are present in the displayed page you can also scan their content even before these are downloaded to your computer. However, scanning of large files takes quite some time and the web page download might be slowed significantly. You can use the slide bar to specify the maximum size of a file that is still to be scanned with ***Web Shield***. Even if the downloaded file is bigger than specified, and therefore will not be scanned with Web Shield, you are still protected: in case the file is infected, the ***Resident Shield*** will detect it immediately.

- ***Exclude host/IP/domain*** - into the text field you can type the exact name of a server (*host, IP address, IP address with mask, or URL*) or a domain that should not be scanned by ***Web Shield***. Therefore exclude only host that you can be absolutely sure would never provide dangerous website content.

9.5.2. Instant Messaging



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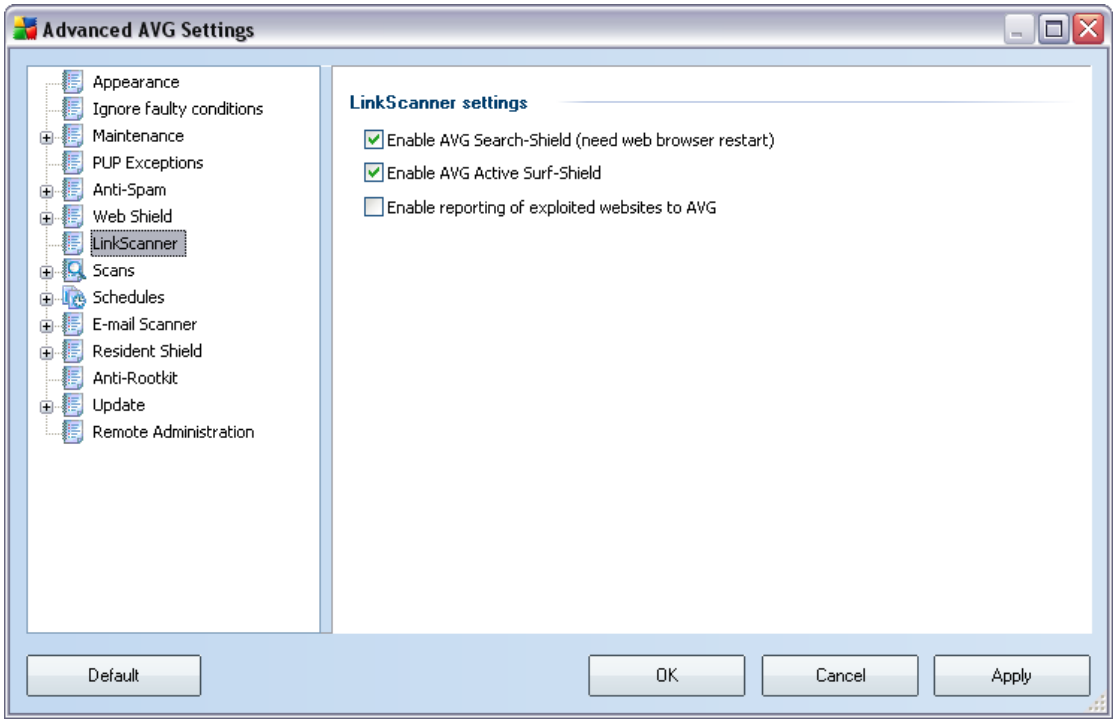
In the ***Instant Messaging Shield*** dialog you can edit the ***Web Shield*** components settings referring to instant messaging scanning. Currently only two instant messaging programs are supported: ***ICQ*** and ***MSN*** - tick the respective item for each of them if you want the Web Shield to verify the on-line communication is virus free.

For further specification of allowed/blocked users you can see and edit the respective dialog (***Advanced ICQ***, ***Advanced MSN***) and specify the ***Whitelist*** (*list of users that will be allowed to communicate with you*) and ***Blacklist*** (*users that should be blocked*).

9.6. Link Scanner



The ***LinkScanner settings*** dialog allows you to switch on/off the two elementary features of the ***LinkScanner***:

- ***Enable Safe Search*** - (*on by default*): advisory notifying icons on searches performed in Google, Yahoo or MSN having checked ahead the content of sites returned by the search engine. The browsers supported are Internet Explorer and Firefox.
- ***Enable Safe Surf*** - (*on by default*): active (*real-time*) protection against

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exploitive sites as they are accessed. Known malicious site connections and their exploitive content is blocked as they are accessed by the user via a web browser (*or any other application that uses HTTP*).

- ***Enable reporting to AVG of exploited websites*** - mark this item to allow back reporting of exploits and bad sites found by users either via ***Safe Surf*** or ***Safe Search*** to feed the database collecting information on malicious activity on the web.

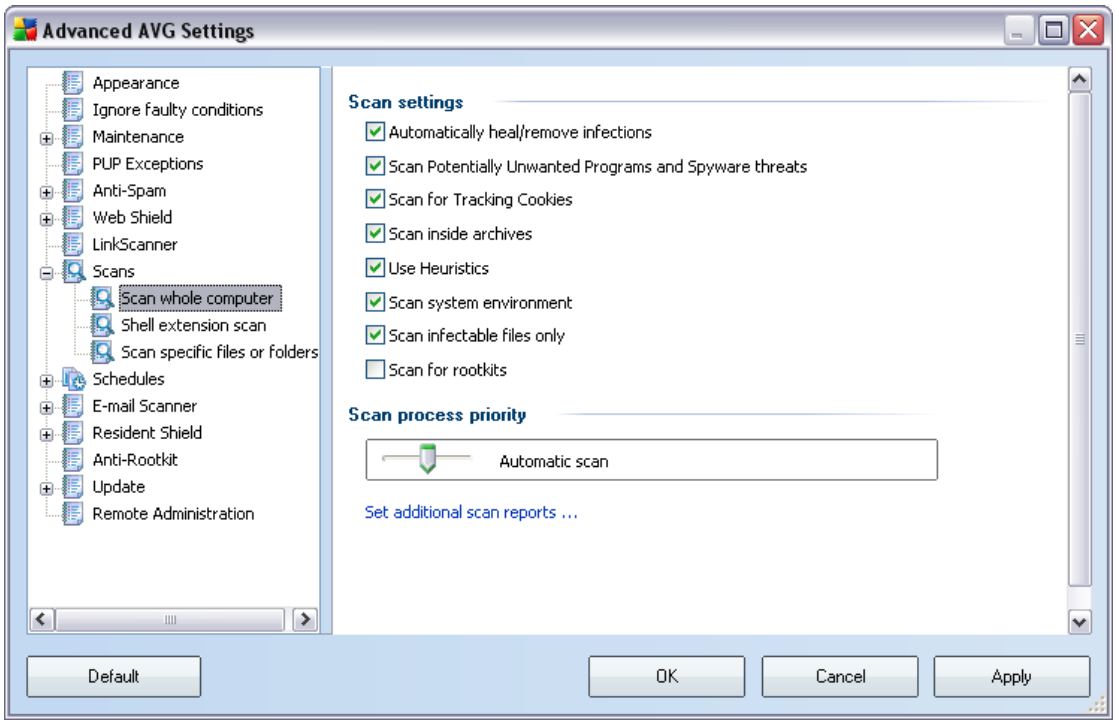
9.7. Scans

The advanced scan settings is divided into three categories referring to specific scan types as defined by the software vendor:

- ***Scan Whole Computer*** - standard predefined scan of the entire computer
- ***Scan Specific Files or Folders*** - standard predefined scan of selected areas of your computer
- ***Scanning in Windows Explorer*** - specific scanning of a selected object directly from the Windows Explorer environment

9.7.1. Scan Whole Computer

The ***Scan whole computer*** option allows you to edit parameters of one of the scans predefined by the software vendor, ***Scan of the whole computer***:



Scan settings

The ***Scan settings*** section offers a list of scanning parameters that can be optionally switched on/off:

- ***Automatically heal/remove infection*** - if a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, or if you decide to switch off this option, you will be notified upon a virus detection and will have to decide what to do with the detected infection. The recommended method is to remove the infected file to the Virus Vault.

- ***Scan Potentially Unwanted Programs*** - this parameter controls the Anti-Virus functionality that allows detection of potentially unwanted programs (*executable files that can run as spyware or adware*) and these can then be

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blocked, or removed;

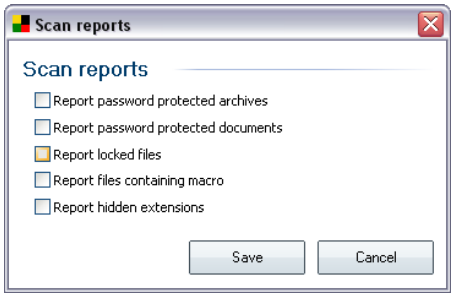
- ***Scan for cookies*** - this parameter of the Anti-Spyware component defines that cookies should be detected; (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*)
- ***Scan inside archives*** - this parameters defines that scanning should check all files even those stored inside archives, e.g. ZIP, RAR, ...
- ***Use Heuristics*** - heuristic analysis (*dynamic emulation of the scanned object' s instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning;
- ***Scan system environment*** - scanning will also check the system areas of your computer;
- ***Scan infectable files only*** - with this option switched on, files that cannot get infected will not be scanned. These can be for instance some plain text files, or some other non-executable files.
- ***Scan for rootkits*** - tick this item if you want to include the rootkit detection into scanning of the entire computer. The rootkit detection is also available on its own within the ***Anti-Rootkit*** component.

Scan process priority

Within the ***Scan process priority*** section you can further specify the desired scanning speed dependent on system resource usage. By default, this option value is set to the medium level of automatic resource usage. If you want the scanning to run faster, it will take less time but system resources usage will increase significantly during the scan, and will slow down your other activities on the PC (*this option can be used when your computer is switched on but nobody is currently working on it*). On the other hand, you can decrease system resources usage by extending the scanning duration.

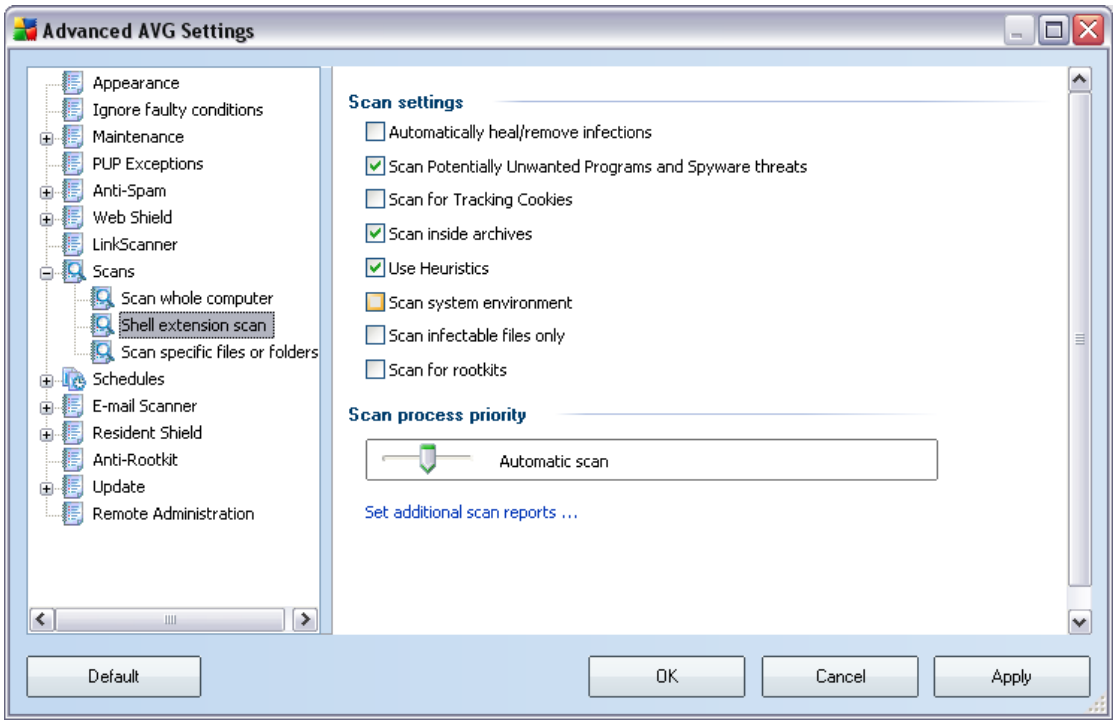
Set additional scan reports ...

Click the ***Set additional scan reports ...*** link to open a standalone dialog window called ***Scan reports*** where you can tick several items to define what scan findings should be reported:



9.7.2. Shell Extension Scan

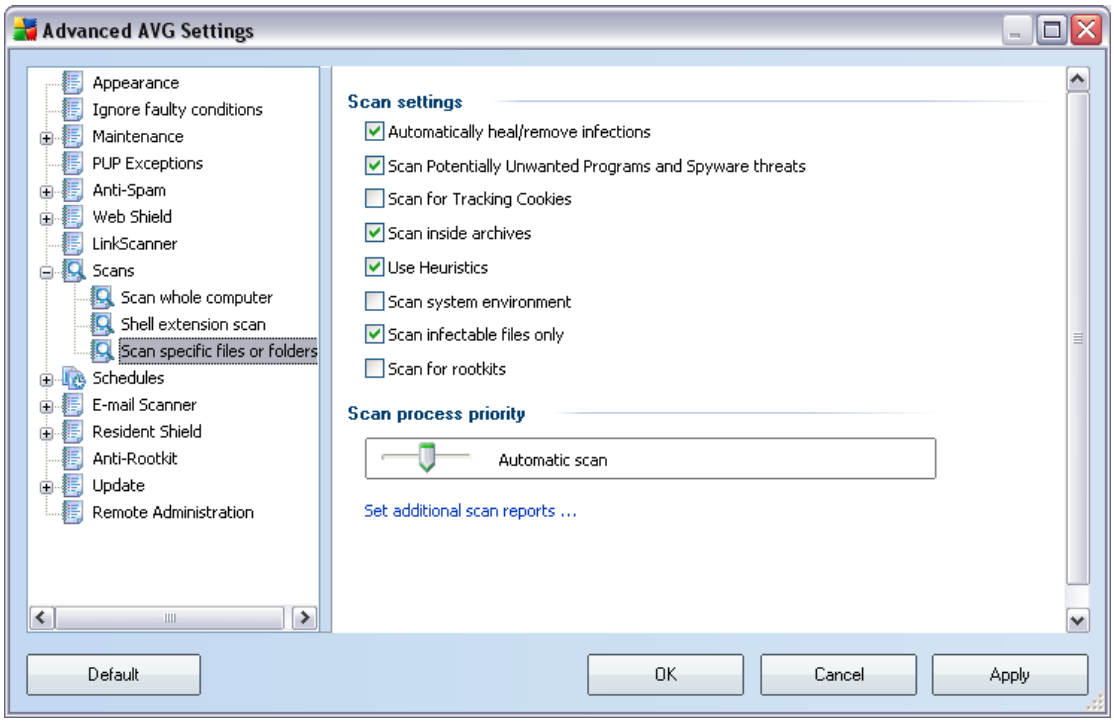
Similar to the previous ***Scan whole computer*** item, this item named ***Shell extension scan*** also offers several options for editing the scan predefined by the software vendor. This time the configuration is related to scanning of specific objects launched directly from the Windows Explorer environment (*shell extension*), see chapter ***Scanning in Windows Explorer***:



The list of parameters is identical to those available for the ***Scan of the whole computer*** . However, the default settings differ: with the ***Scan of the Whole Computer*** most parameters are selected while for the ***Shell extension scan*** (***Scanning in Windows Explorer***) only the relevant parameters are switched on.

9.7.3. Scan Specific Files or Folders

The editing interface for ***Scan specific files or folders*** is identical to the ***Scan Whole Computer*** editing dialog. All configuration options are the same; however, the default settings are more strict for the ***Scan of the whole computer***:



All parameters set up in this configuration dialog apply only to the areas selected for scanning with the ***Scan of specific files or folders***! If you tick the ***Scan for rootkits*** option within this configuration dialog, only a quick rootkit test will be performed, i.e. rootkit scanning of selected areas only.

Note: *For a description of specific parameters please consult the chapter* ***AVG Advanced Settings / Scans / Scan Whole Computer****.*

9.8. Schedules

In the ***Schedules*** section you can edit the default settings of:

- Whole computer scan schedule
- Virus database update schedule

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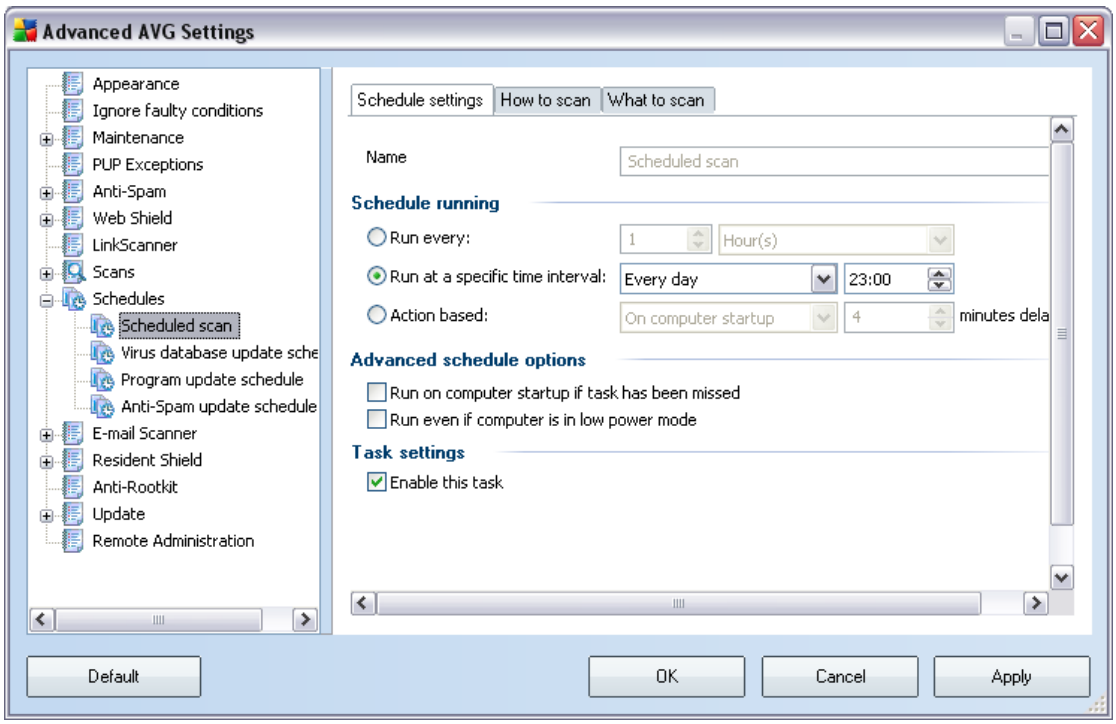
- Program update schedule
- Anti-Spam update schedule

9.8.1. Scheduled Scan

Parameters of the scheduled scan can be edited (*or a new schedule set up*) on three tabs:



On the ***Schedule settings*** tab give a name to the scan you are about to create and schedule. Type the name into the text field by the ***Name*** item. Try to use brief, descriptive and apt names for scans to make it easier to later recognize the scan from others.

Example: *It is not appropriate to call the scan by the name of "New scan" or "My scan" since these names do not refer to what the scan actually checks. On the other hand, an example of a good descriptive name would be "System areas scan" etc. Also it is not necessary to specify in the scan's name whether it is the scan of the whole of the computer or just a scan of selected files or folders - your own scans will always be a specific version of the scan of selected files or folders.*

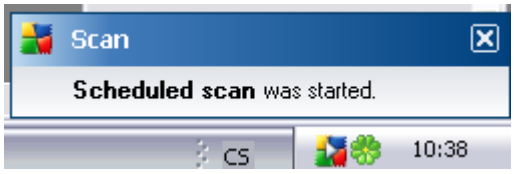
In this dialog you can further define the following parameters of the scan:

- ***Schedule running*** - specify time intervals for the newly scheduled scan launch. The timing can either be defined by the repeated scan launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***), or possibly by defining an event that the scan launch should be associated with (***Action based on computer startup***).

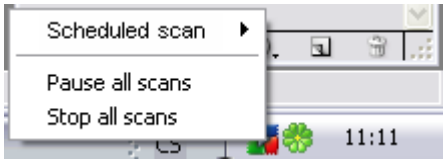
- ***Advanced schedule options*** - this section allows you to define under which conditions the scan should/should not be launched if the computer is in low power mode or switched off completely.

- ***Task settings*** - in this section you can uncheck the ***Enable this task*** item to simply deactivate the scheduled test temporarily, and switch it on again as the need arises.

Once the scheduled scan is launched in the time you have specified, you will be informed on this fact via a pop-up window opened over the AVG system tray icon:



A new AVG system tray icon then appears (*in full color with a white arrow - see picture above*) informing a scheduled scan is running. Right-click on the running scan AVG icon to open a context menu where you can decide to pause or even stop the running scan:



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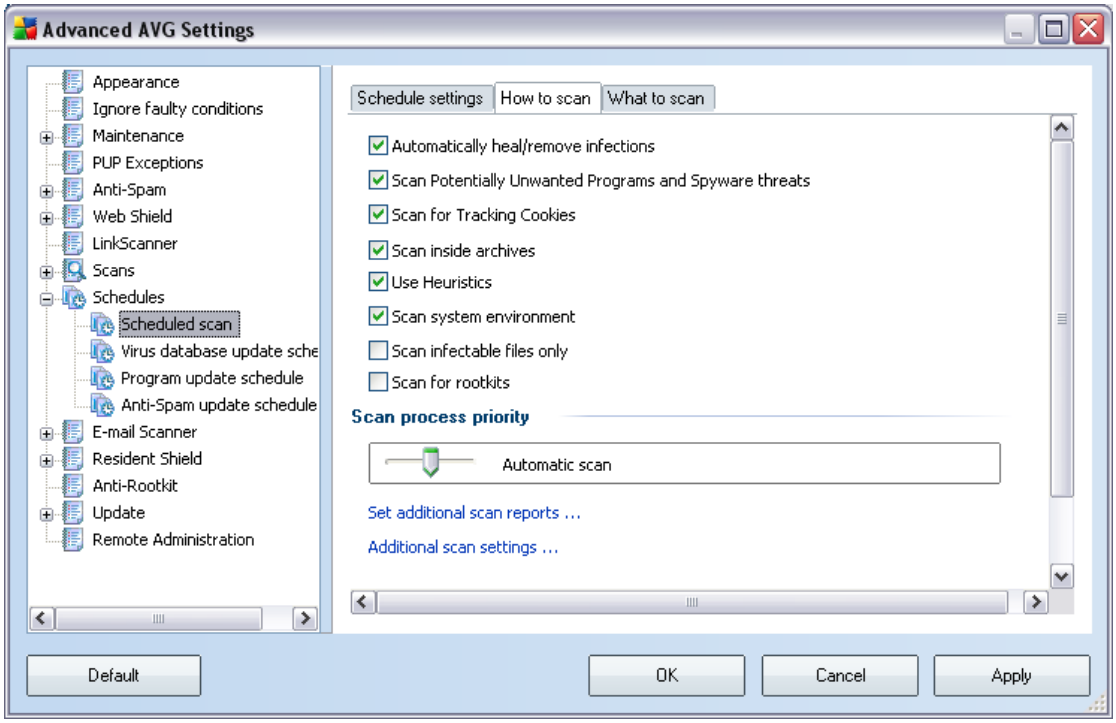


On the ***How to scan*** tab you will find a list of scanning parameters that can be optionally switched on/off. By default, most parameters are switched on and the functionality will be applied during scanning. Unless you have a valid reason to change these settings we recommend to keep the predefined configuration:

- ***Automatically heal/remove infection*** - (*switched on, by default*): if a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, or if you decide to switch off this option, you will be notified upon virus detection and will have to decide what to do with the detected infection. The recommended action is to remove the infected file to the Virus Vault.

- ***Scan Potentially Unwanted Programs*** - (*switched on, by default*): this parameter controls the Anti-Virus functionality that allows detection of potentially unwanted programs (*executable files that can run as spyware or adware*) and these can then be blocked, or removed;

- ***Scan for cookies*** - (*switched on, by default*): this parameter of the Anti-Spyware component defines that cookies should be detected during scanning ; (*HTTP cookies are used for authenticating, tracking, and maintaining specific*

information about users, such as site preferences or the contents of their electronic shopping carts)

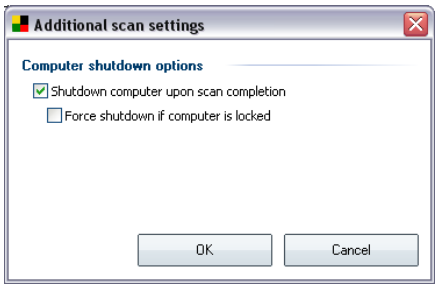
- ***Scan inside archives*** - (*switched on, by default*): this parameter defines the scanning should check all files even if they are stored inside an archive, e.g. ZIP, RAR, ...
- ***Use Heuristics*** - (*switched on, by default*): heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning;
- ***Scan system environment*** - (*switched on, by default*): scanning will also check the system areas of your computer;
- ***Scan infectable files only*** - (*switched off, by default*): with this option switched on, scanning will not be applied to files that cannot get infected. These can be for instance some plain text files, or some other non-executable files.

- ***Scan for rootkits*** - tick this item if you want to include the rootkit detection into scanning of the entire computer. The rootkit detection is also available on its own within the ***Anti-Rootkit*** component.

Within the ***Scan process priority*** section you can further specify the desired scanning speed dependent on system resource usage. By default, this option is set to the medium level of automatic resource usage. If you want the scanning to run faster, it will take less time but the system resources usage will increase significantly during the scan, and will slow down your other activities on the PC (*this option can be used when your computer is switched on but nobody is currently working on it*). On the other hand, you can decrease the system resources usage by extending the scanning duration.

Click the ***Set additional scan reports ...*** link to open a standalone dialog window called ***Scan reports*** where you can tick several items to define what scan findings should be reported:

Click the ***Additional scan settings ...*** to open a new ***Computer shutdown options*** dialog where you can decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown is computer is locked***).



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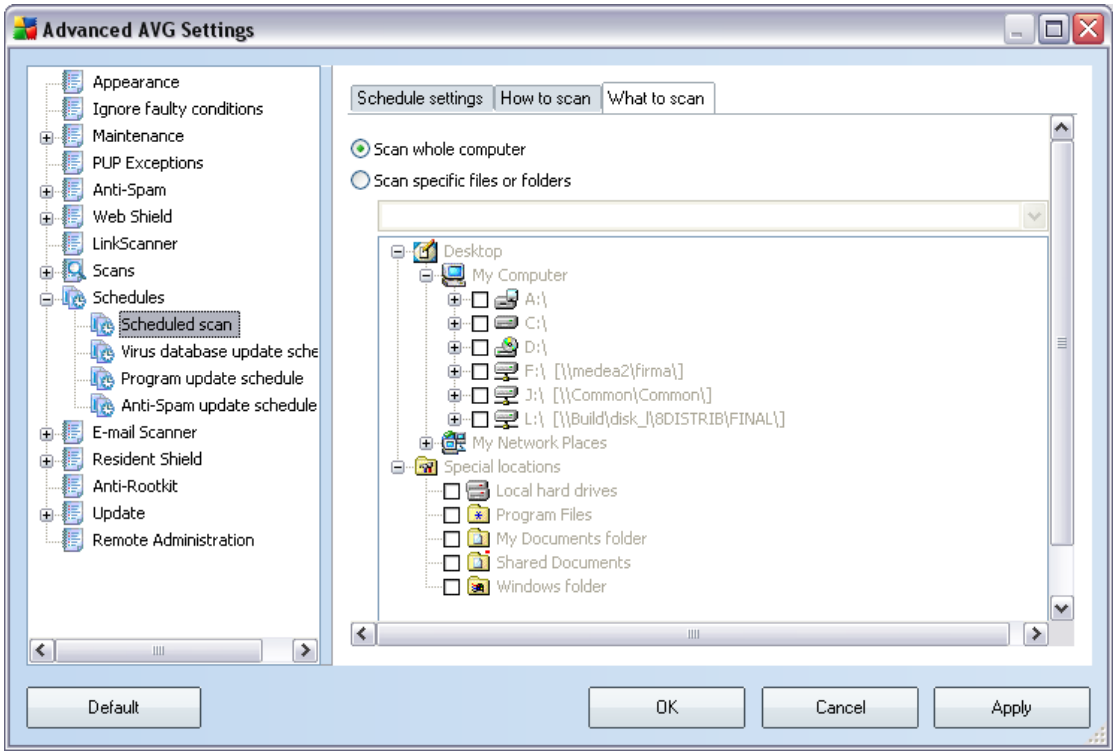

On the ***What to scan*** tab you can define whether you want to schedule scanning of the whole computer or scanning of specific files or folders. If you select scanning of specific files or folders, in the bottom part of this dialog the displayed tree structure activates and you can specify the folders to be scanned.

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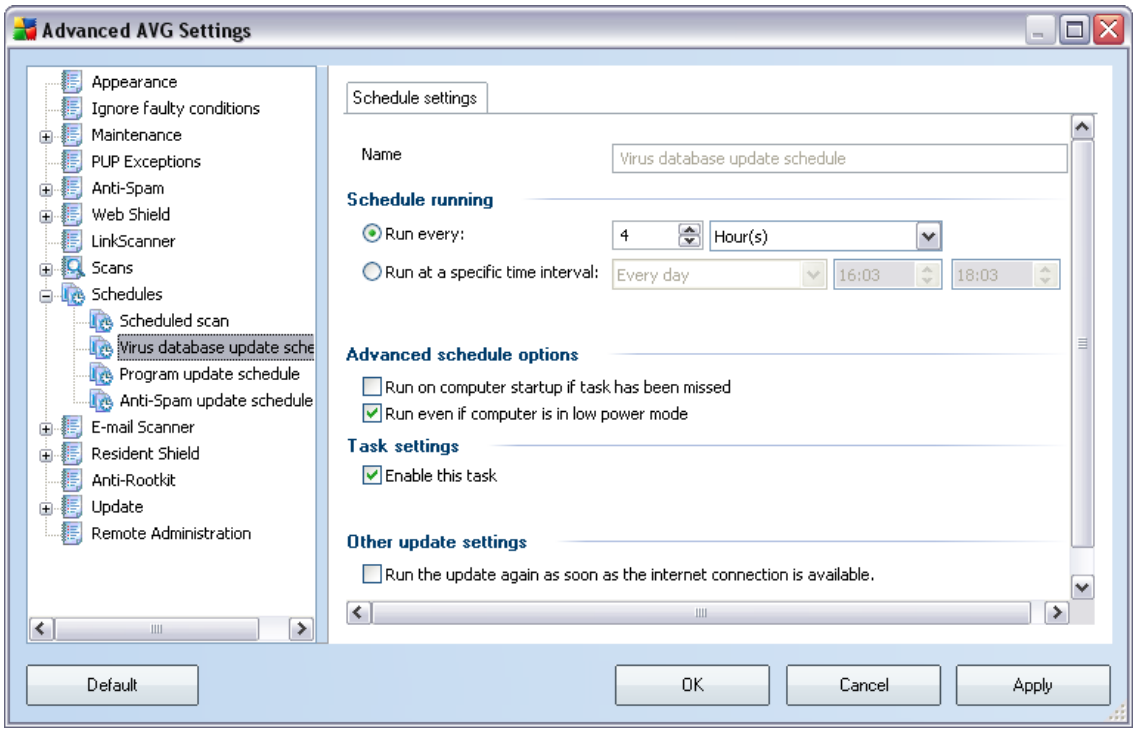
9.8.2. Virus Database Update Schedule



The basic virus database update scheduling is covered within the ***Update Manager*** component. Within this dialog you can set up some detailed parameters of the virus database update schedule:

On the ***Schedule settings*** tab give a name to the virus database update schedule you are about to create. Type the name into the text field by the ***Name*** item. Try to use brief, descriptive and appropriate names of update schedules to make it easier to recognize the schedule among others later.

- ***Schedule running*** - specify the time intervals for the newly scheduled virus database update launch. The timing can either be defined by the repeated update launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***), or possibly by defining an event that the update launch should be associated with (***Action based on computer startup***).

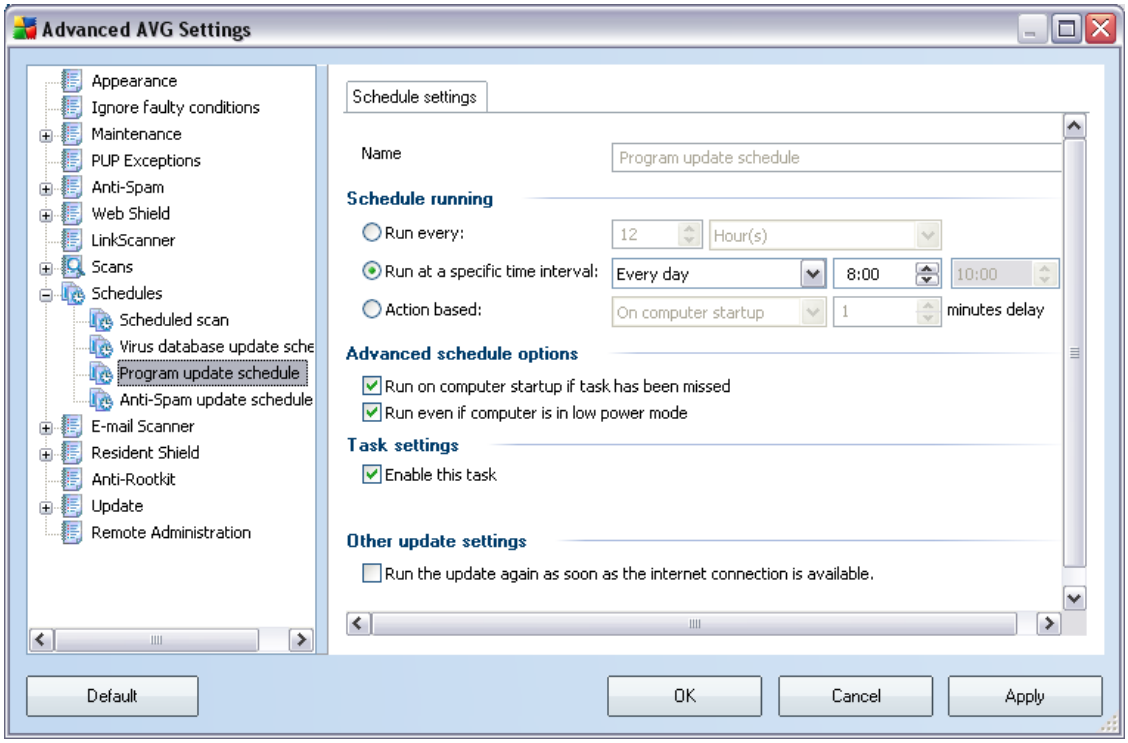
- ***Advanced schedule options*** - this section allows you to define under which conditions the virus database update should/should not be launched if the computer is in low power mode or switched off completely.

- ***Task settings*** - in this section you can uncheck the ***Enable this task*** item to simply deactivate the scheduled virus database update temporarily, and switch it on again as the need arises.

- ***Other update settings*** - check this option to make sure than if the internet connection gets corrupted and the update process fails, it will be launched again immediately after the internet connection is restored.

Once the scheduled scan is launched in the time you have specified, you will be informed on this fact via a pop-up window opened over the AVG system tray icon (*provided that you have kept the default configuration of the the **Advanced Settings/ Appearance** dialog)*.

9.8.3. Program Update Schedule



On the ***Schedule settings*** tab give a name to the program update schedule you are about to create. Type the name into the text field by the ***Name*** item. Try to use brief, descriptive and appropriate names of update schedules to make it easier to recognize the schedule among others later.

- ***Schedule running*** - specify the time intervals for the newly scheduled

program update launch. The timing can either be defined by the repeated update launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***), or possibly by defining an event that the update launch should be associated with (***Action based on computer startup***).

- ***Advanced schedule options*** - this section allows you to define under which conditions the program update should/should not be launched if the computer is in low power mode or switched off completely.

- ***Task settings*** - in this section you can uncheck the ***Enable this task*** item to simply deactivate the scheduled program update temporarily, and switch it on again as the need arises.

- ***Other update settings*** - check this option to make sure than if the internet connection gets corrupted and the update process fails, it will be launched again immediately after the internet connection is restored.

Once the scheduled scan is launched in the time you have specified, you will be informed on this fact via a pop-up window opened over the AVG system tray icon (*provided that you have kept the default configuration of the the **Advanced Settings/ Appearance** dialog)*.

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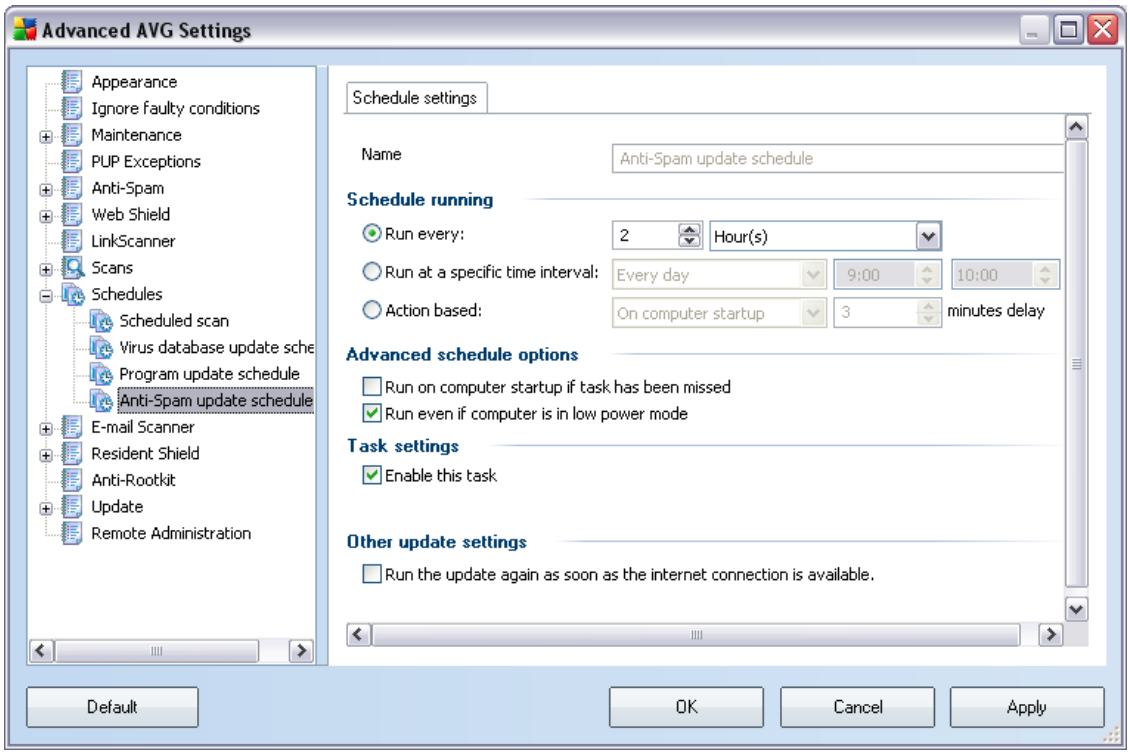
9.8.4. Anti-Spam Update Schedule



Basic ***Anti-Spam*** update scheduling is covered within the ***Update Manager*** component. Within this dialog you can set up some detailed parameters of the update schedule:

On the ***Schedule settings*** tab give a name to the ***Anti-Spam*** update schedule you are about to create. Type the name into the text field by the ***Name*** item. Try to use brief, descriptive and appropriate names of update schedules to make it easier to recognize the schedule among others later.

- ***Schedule running*** - specify the time intervals for the newly scheduled ***Anti-Spam*** update launch. The timing can either be defined by the repeated ***Anti-Spam*** update launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***), or possibly by defining an event that the update launch should be associated with (***Action based on computer startup***).

- ***Advanced schedule options*** - this section allows you to define under which conditions the ***Anti-Spam*** update should/should not be launched if the computer is in low power mode or switched off completely.

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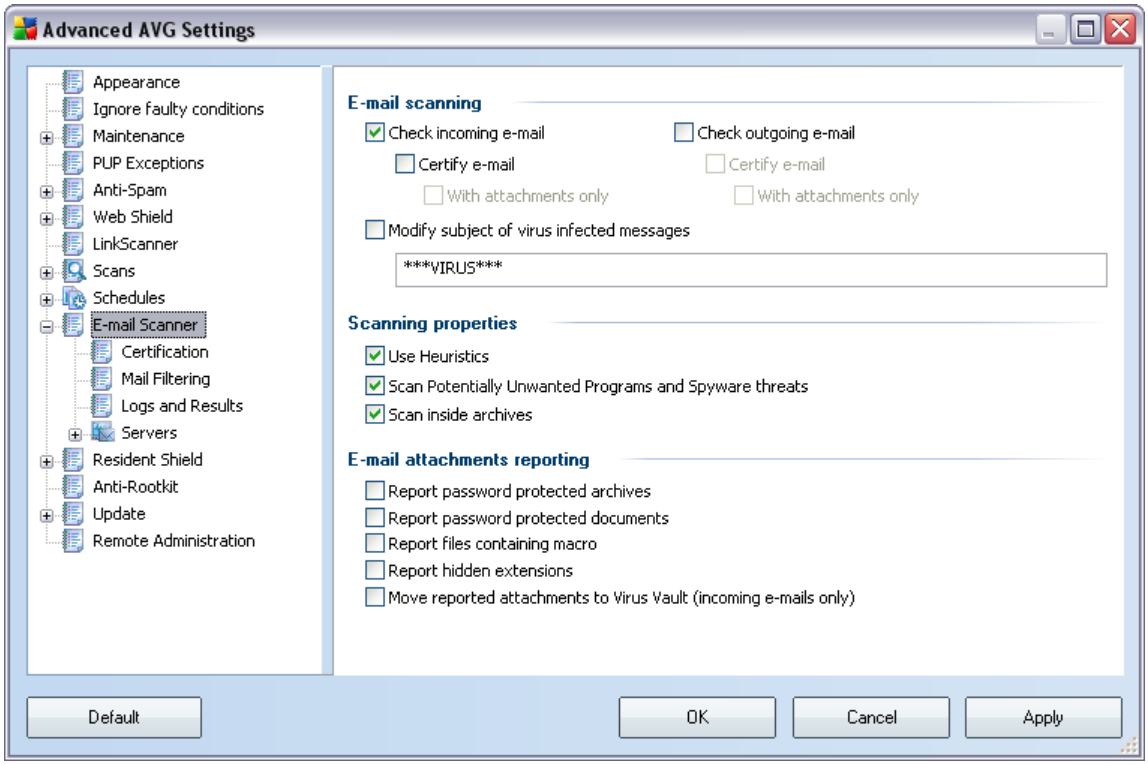
- ***Task settings*** - in this section you can uncheck the ***Enable this task*** item to simply deactivate the scheduled ***Anti-Spam*** update temporarily, and switch it on again as the need arises.

- ***Other update settings*** - check this option to make sure than if the internet connection gets corrupted and the ***Anti-Spam*** update process fails, it will be launched again immediately after the internet connection is restored.

Once the scheduled scan is launched in the time you have specified, you will be informed on this fact via a pop-up window opened over the AVG system tray icon (*provided that you have kept the default configuration of the the **Advanced Settings/ Appearance** dialog)*.

9.9. E-mail Scanner



The ***E-mail Scanner*** dialog is divided into three sections:

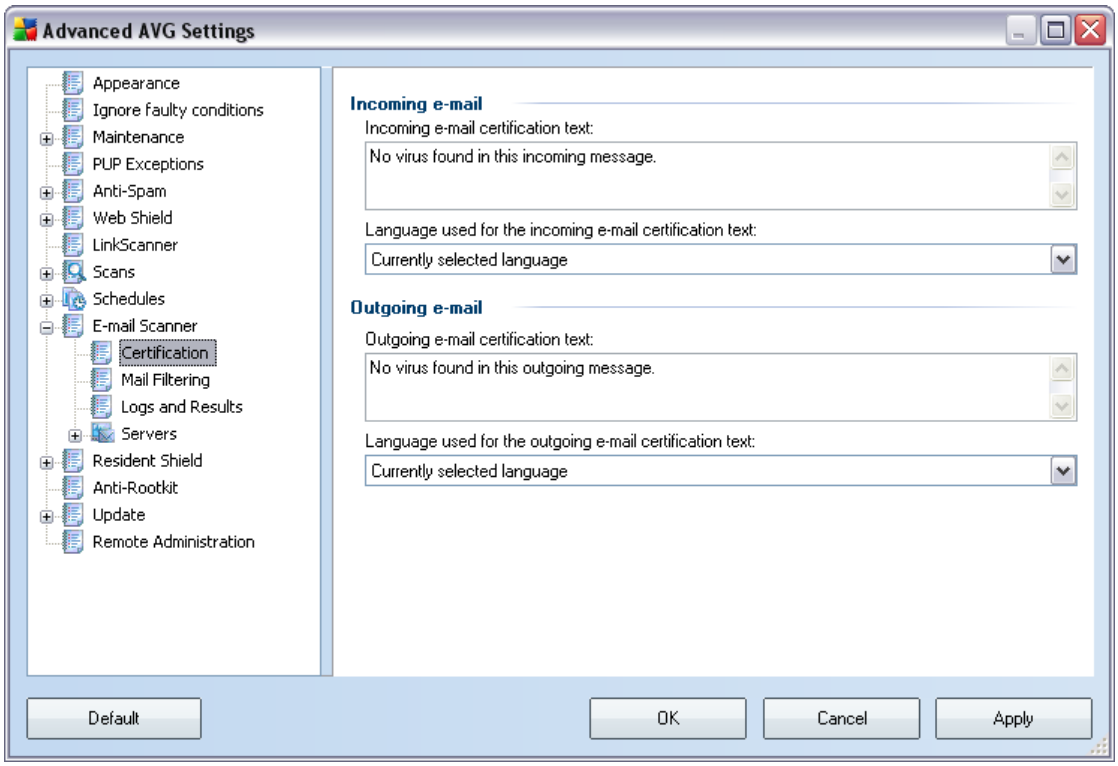
- ***E-mail scanning*** - in this section select whether you want to scan the incoming/outgoing e-mail messages and whether all e-mails should be certified or only e-mails with attachments (e-*mail virus-free certification is not*

supported in HTML/RTF format). Additionally you can choose if you want AVG to modify the subject for messages that contain potential viruses. Tick the ***Modify subject of virus infected messages*** checkbox and change the text respectively (*default value is* ***VIRUS***).

- ***Scanning properties*** - specify whether the heuristic analysis method should be used during scanning (***Use heuristic***), whether you want to check for the presence of potentially unwanted programs (***Scan Potentially Unwanted Programs***), and whether archives should be scanned too (***Scan inside archives***).

- ***E-mail attachments reporting*** - specify whether you wish to be notified via e-mail about password protected archives, password protected documents, macro containing files and/or files with hidden extension detected as an attachment of the scanned e-mail message. If such a message is identified during scanning, define whether the detected infectious object should be moved to the ***Virus Vault***.

9.9.1. Certification



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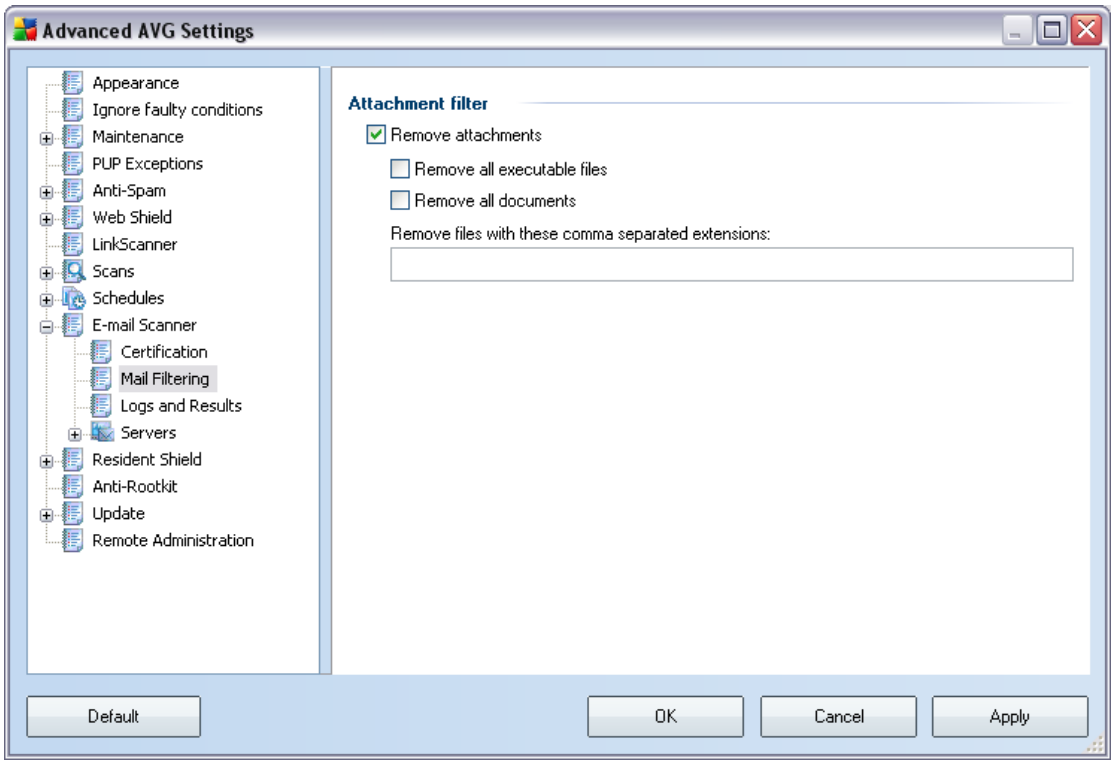
In the ***Certification*** dialog you can specify exactly what text the certification note should contain, and in what language. This should be specified separately for ***Incoming mail*** and ***Outgoing mail***.

9.9.2. Mail Filtering



The ***Attachment filter*** dialog allows you to set up parameters for e-mail messages attachment scanning. By default, the ***Remove attachments*** option is switched off. If you decide to activate it, all e-mail message attachments detected as infectious or potentially dangerous will be removed automatically. If you want to define specific types of attachments that should be removed, select the respective option:

- ***Remove all executable files*** - all *.exe files will be deleted
- ***Remove all documents*** - all *.doc files will be deleted
- ***Remove files with these extensions*** - will remove all files with the defined extensions

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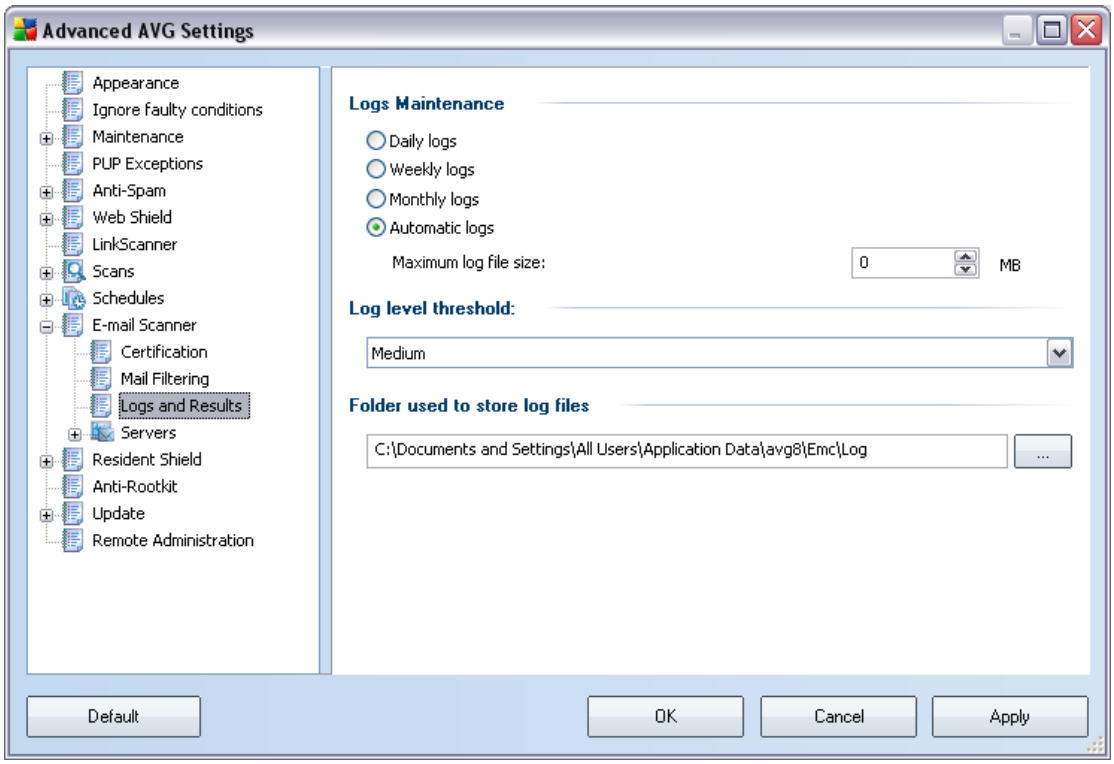
9.9.3. Logs and Results



The dialog opened via the ***Logs and Results*** navigation item allows you to specify parameters for e-mail scanning results maintenance. The dialog is divided into several sections:

- ***Logs Maintenance*** - define whether you want to log e-mail scanning information daily, weekly, monthly, ... ; and also specify the maximum size of the log file (*in MB*)
- ***Log level threshold*** - the medium level is set up by default - you can select a lower level (*logging elementary connection information*) or higher level (*logging of all traffic*)
- ***Folder used to store log files*** - define where the log file should be located

9.9.4. Servers

In the ***Servers*** section you can edit parameters of the ***E-mail Scanner*** component servers, or set up a new server for incoming or outgoing email: right click your mouse over the POP3 (*incoming mail*) or SMTP item (*outgoing mail*) to open the context

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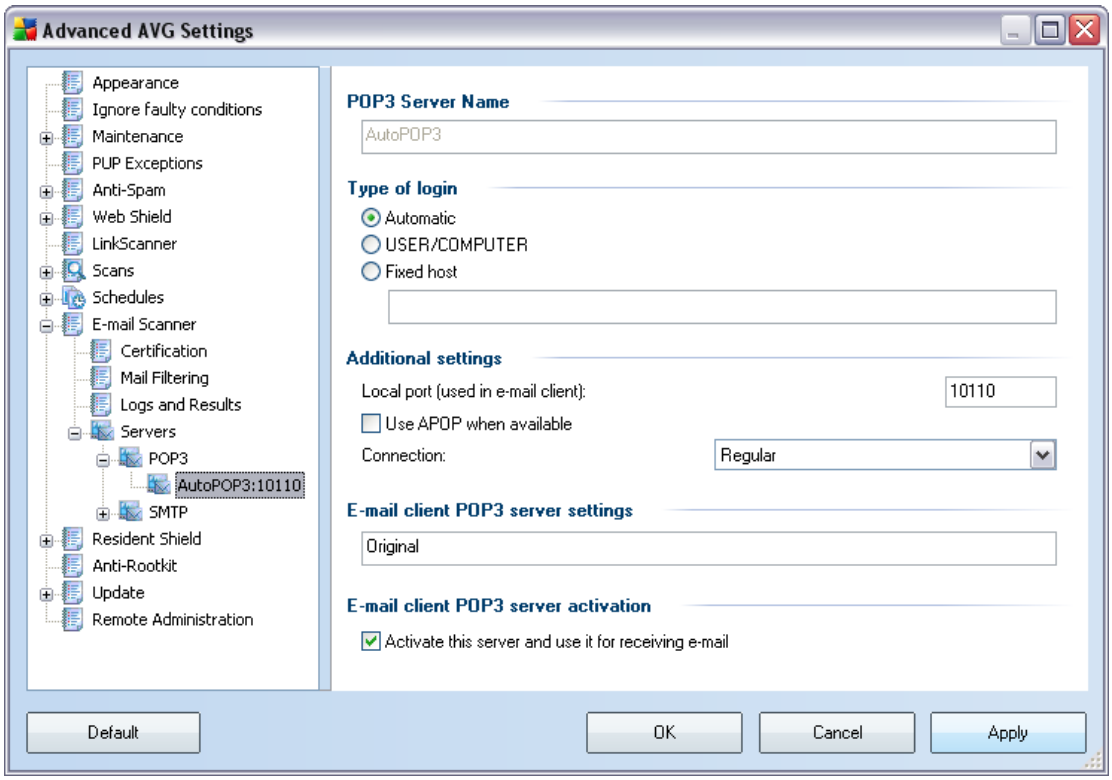
menu and select ***New server***.



In this dialog (opened via ***Servers / POP3***) you can set up a new ***E-mail Scanner*** server using the POP3 protocol for incoming mail:

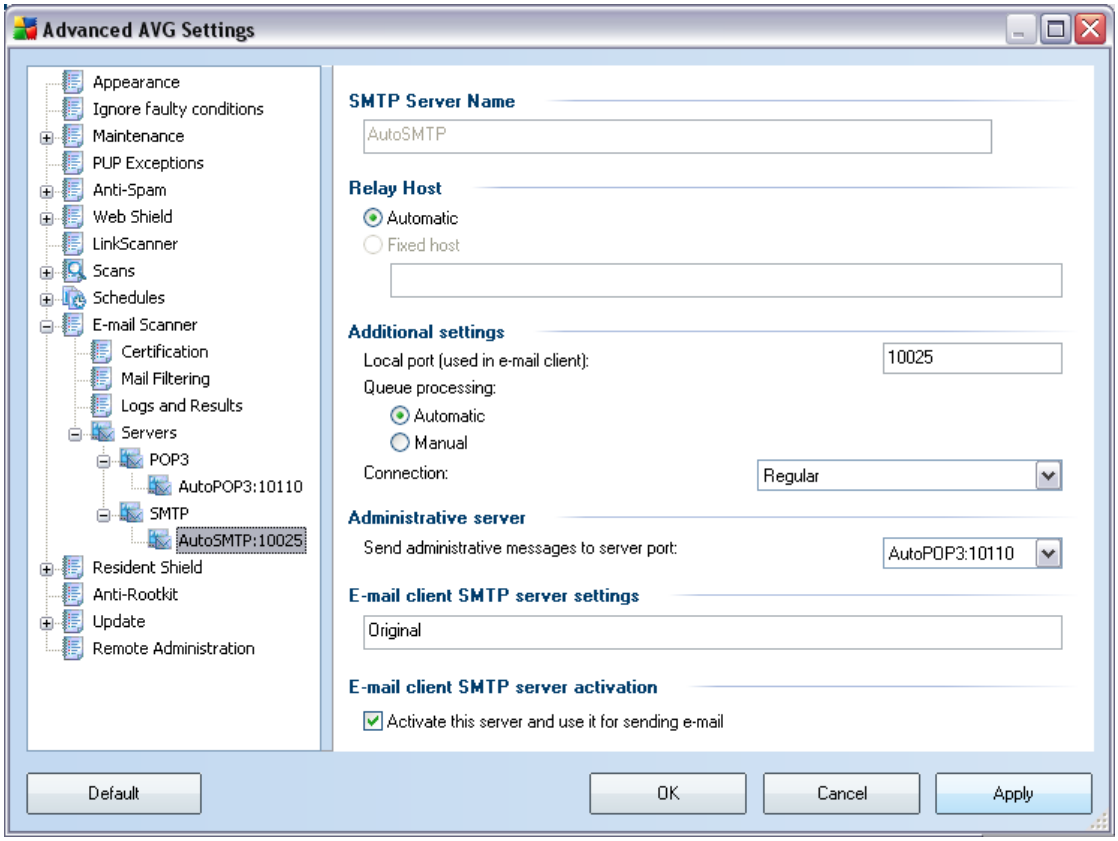
- ***POP3 Server Name*** - type in the name of the server or keep the AutoPOP3 default name
- ***Type of login*** - defines the method for determining the mail server used for incoming mail:
  - Automatic - Login will be carried out automatically, according to your e-mail client settings.
  - USER/COMPUTER - the simplest and the most frequently used method for determining the destination mail server is the proxy method. To use this method, specify the name or address (or also the port) as part of the login user name for the given mail server, separating them with the

/ character. For example, for the account user1 on the server pop.acme.com and the port 8200 you would use user1/pop.acme.com:8200 for the login name.

- Fixed host - In this case, the program will always use the server specified here. Please specify the address or name of your mail server. The login name remains unchanged. For a name, you may use a domain name (for example, pop.acme.com) as well as an IP address (for example, 123.45.67.89). If the mail server uses a non-standard port, you can specify this port after the server name by using a colon as the delimiter (for example, pop.acme.com:8200). The standard port for POP3 communication is 110.

- ***Additional settings*** - specifies more detailed parameters:
  - Local port - specifies the port on which the communication from your mail application should be expected. You must then specify in your mail application this port as the port for POP3 communication.
  - Use APOP when available - this option provides more secure mail server login. This makes sure that the ***E-mail Scanner*** uses an alternative method of forwarding the user account password for login, sending the password to the server not in an open, but in an encrypted format using a variable chain received from the server. Naturally, this feature is available only when the destination mail server supports it.
  - Connection - in the drop-down menu, you can specify which kind of connection to use (regular/SSL/SSL default). If you choose SSL connection, the data sent is encrypted without the risk of being traced or monitored by a third party. This feature is also only available when the destination mail server supports it.

- ***E-mail client POP3 server activation*** - provides brief information on the configuration settings required to correctly configure your e-mail client (so that the ***E-mail Scanner*** will check all incoming mail). This is a summary based on the corresponding parameters specified in this dialog and other related dialogs.



In this dialog (opened via ***Servers / SMTP***) you can set up a new ***E-mail Scanner*** server using the SMTP protocol for outgoing mail:

- ***SMTP Server Name*** - type in the name of the server or keep the AutoSMTP default name
- ***Relay Host*** - defines the method for determining the mail server used for outgoing mail:
    - Automatic - login will be carried out automatically, according to your e-mail client settings
    - Fixed host - in this case, the program will always use the server specified here. Please specify the address or name of your mail server. You may use a domain name (for example, smtp.acme.com) as well as an IP address (for example, 123.45.67.89) for a name. If the mail server

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uses a non-standard port, you can type this port behind the server name using a colon as the delimiter (for example, smtp.acme.com:8200). The standard port for SMTP communication is 25.

- ***Additional settings*** - specifies more detailed parameters:

o Local port - specifies the port on which the communication from your mail application should be expected. You must then specify in your mail application this port as the port for SMTP communication.

o Queue processing - determines the behavior of the ***E-mail Scanner*** when processing the requirements for sending mail messages:

➢ Automatic - the outgoing mail is immediately delivered (sent) to the target mail server

➢ Manual - the message is inserted into the queue of outgoing messages and sent later

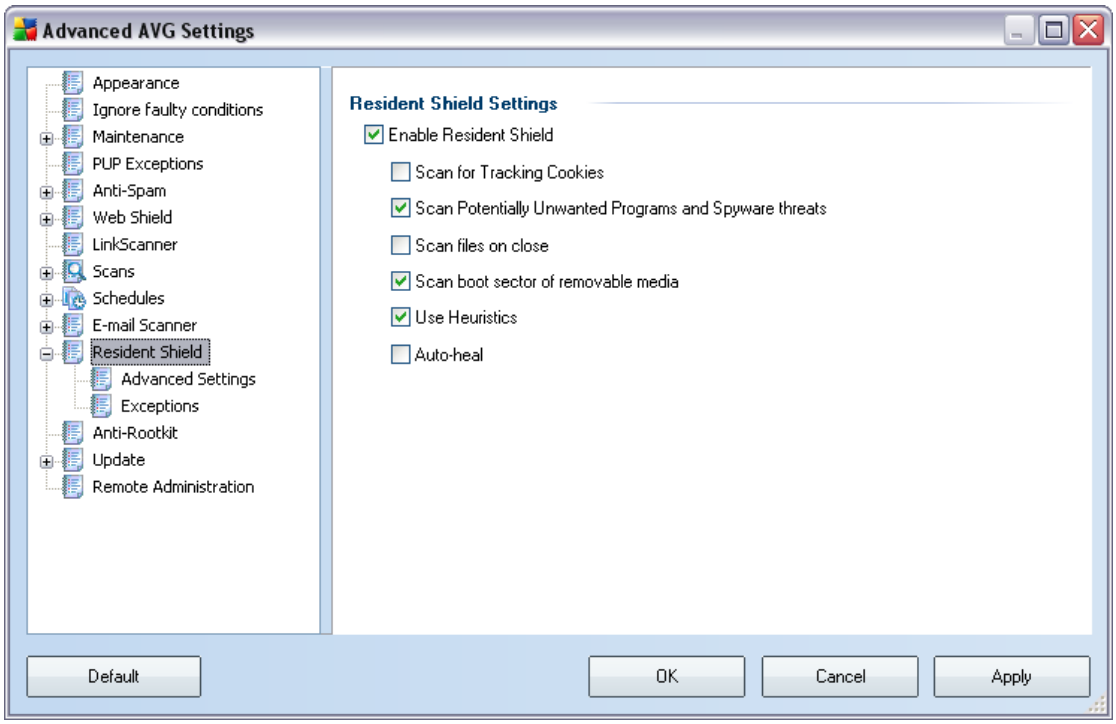
o Connection - in this drop-down menu, you can specify which kind of connection to use (regular/SSL/SSL default). If you choose SSL connection, the data sent is encrypted without the risk of being traced or monitored by a third party. This feature is available only when the destination mail server supports it.

- ***Administrative server*** - shows the number of the port of the server that will be used for the reverse delivery of administration reports. These messages are generated, for example, when the target mail server rejects the outgoing message or when this mail server is not available.

- ***E-mail client SMTP server settings*** - provides information on how to configure the client mail application so that outgoing mail messages are checked using the currently modified server for checking the outgoing mail. This is a summary based on the corresponding parameters specified in this dialog and other related dialogs.

9.10.Resident Shield

The ***Resident Shield*** component performs live protection of files and folders against viruses, spyware and other malware.



In the ***Resident Shield Settings*** dialog you can activate or deactivate the ***Resident Shield*** protection completely by checking/unchecking the ***Enable Resident Shield*** item (*this option is switched on by default*). In addition you can select which ***Resident Shield*** features should be activated:

- ***Scan cookies*** - this parameter defines that cookies should be detected during scanning. (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*)
- ***Scan Potentially Unwanted Programs*** - (*switched on by default*) scanning for potentially unwanted programs (*executable applications that can behave as various types of spyware or adware*)
- ***Scan on process closing*** - on-close scanning ensures that AVG scans active objects (e.g. applications, documents …) when they are being opened, and

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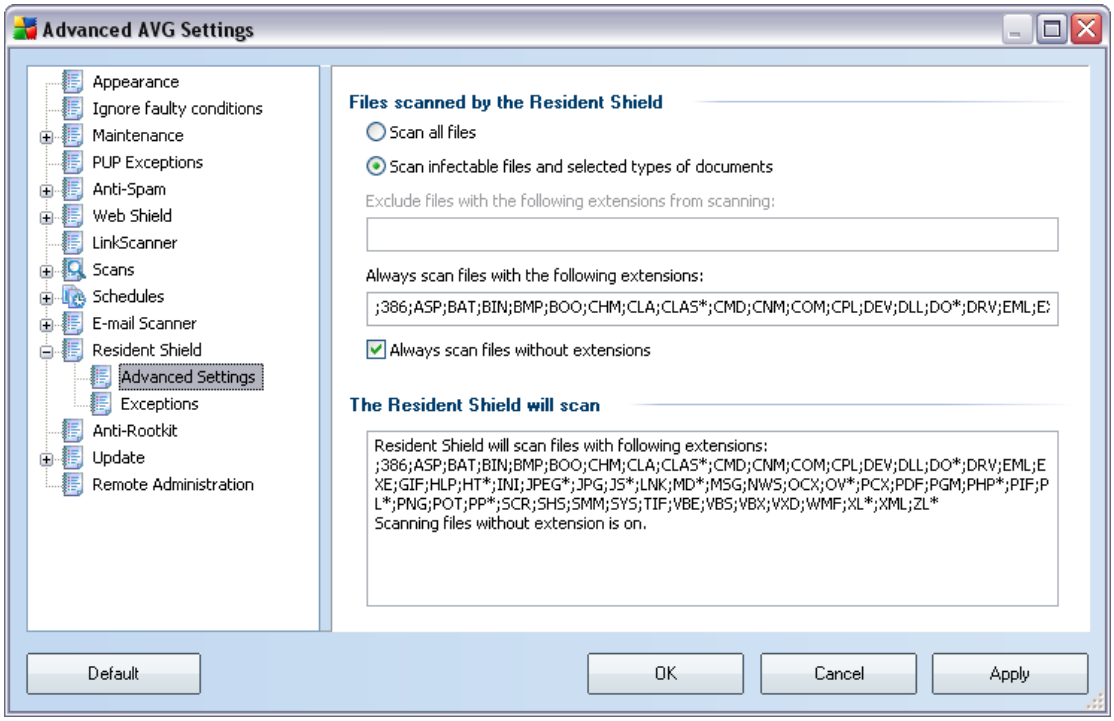
also when they are being closed; this feature helps you protect your computer against some types of sophisticated virus

- ***Scan boot sector of removable media*** - (*switched on by default*)
- ***Use Heuristics*** - (*switched on by default*) heuristic analysis will be used for detection (*dynamic emulation of the scanned object's instructions in a virtual computer environment*)
- ***Auto-heal*** - any detected infection will be healed automatically if there is a cure available

9.10.1.Advanced Settings

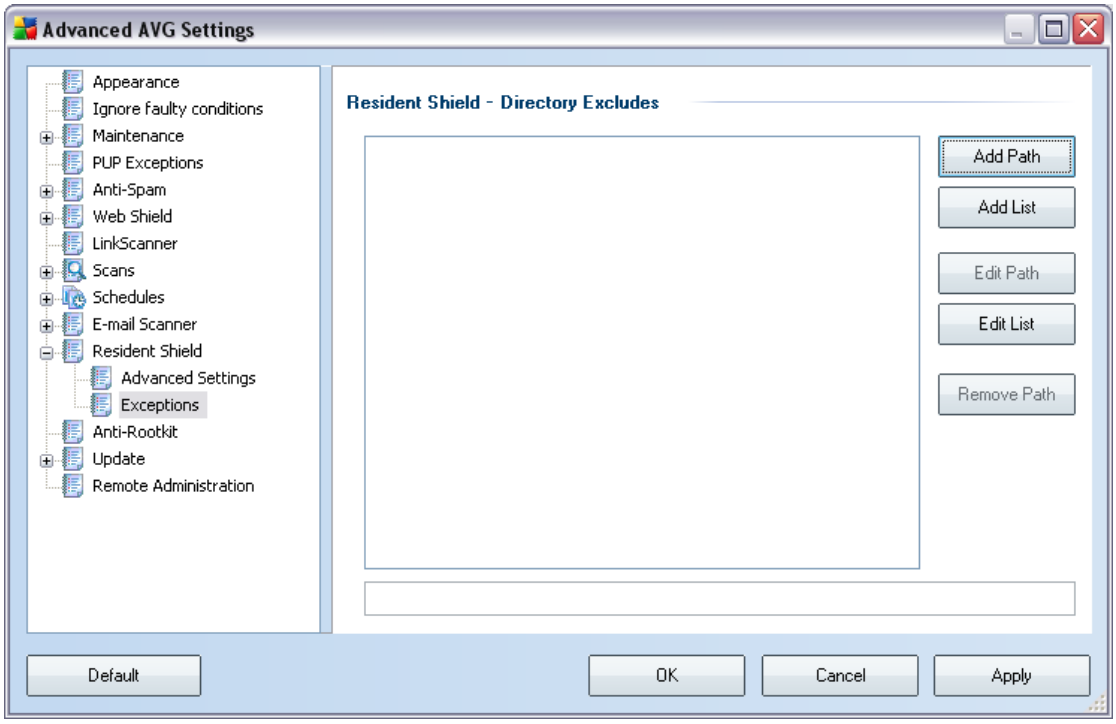
In the ***Files scanned by the Resident Shield*** dialog it is possible to configure which files will be scanned (*by specific extensions*):



Decide whether you want all files to be scanned or just infectable files - if so, you can further specify a list of extensions defining files that should be excluded from scanning, and also a list of file extensions defining files that must be scanned under

all circumstances.

9.10.2.Exceptions



The ***Resident Shield - Directory Excludes*** dialog offers the possibility of defining folders that should be excluded from the ***Resident Shield*** scanning. If this is not essential, we strongly recommend not excluding any directories! If you decide to exclude a folder from ***Resident Shield*** scanning, the new settings will only take effect after the computer is restarted!

The dialog provides the following control buttons:

- ***Add path*** – specify directories to be excluded from the scanning by selecting them one by one from the local disk navigation tree
- ***Add list*** – allows you to enter a whole list of directories to be excluded from the ***Resident Shield*** scanning
- ***Edit path*** – allows you to edit the specified path to a selected folder
- ***Edit list*** – allows you to edit the list of folders

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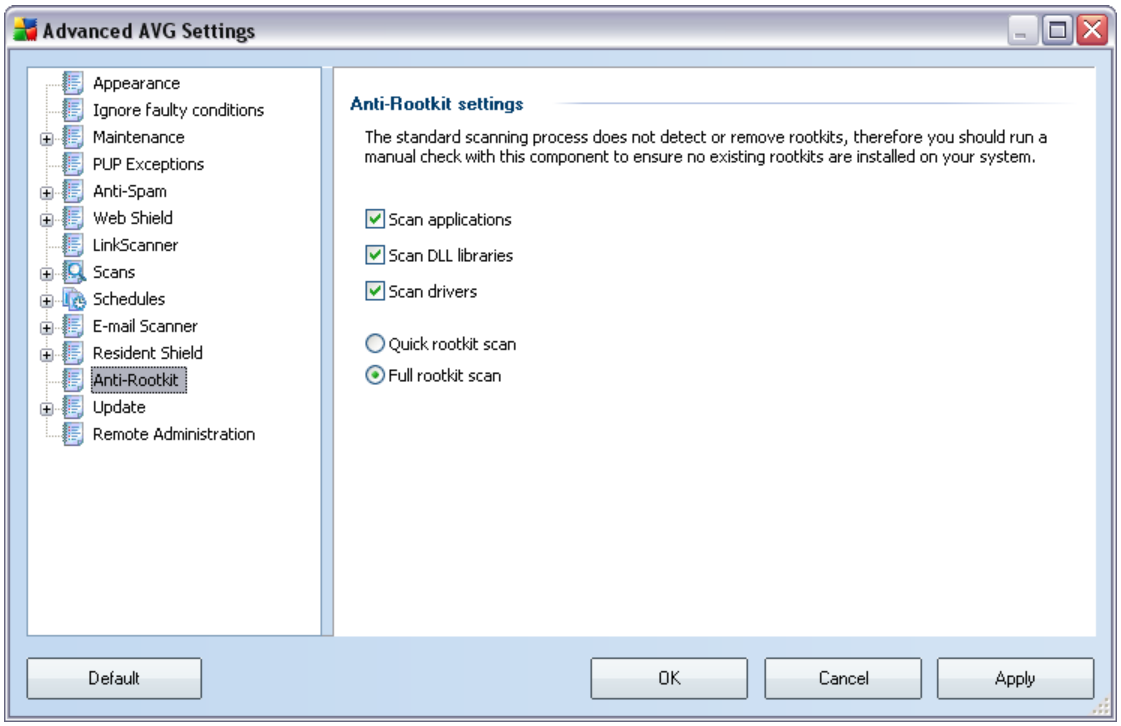
- ***Remove path*** – allows you to delete the path to a selected folder from the list

9.11.Anti-Rootkit

In this dialog you can edit the ***Anti-Rootkit*** component's configuration:



Editing of all functions of the ***Anti-Rootkit*** component as provided within this dialog is also accessible directly from the ***Anti-Rootkit component's interface***.

Mark up the respective check-boxes to specify objects that should be scanned:

- ***Scan applications***
- ***Scan DLL libraries***
- ***Scan drivers***

Further you can pick the rootkit scanning mode:

- ***Quick rootkit scan*** - scans only the system folder (*typically c:\Windows*)

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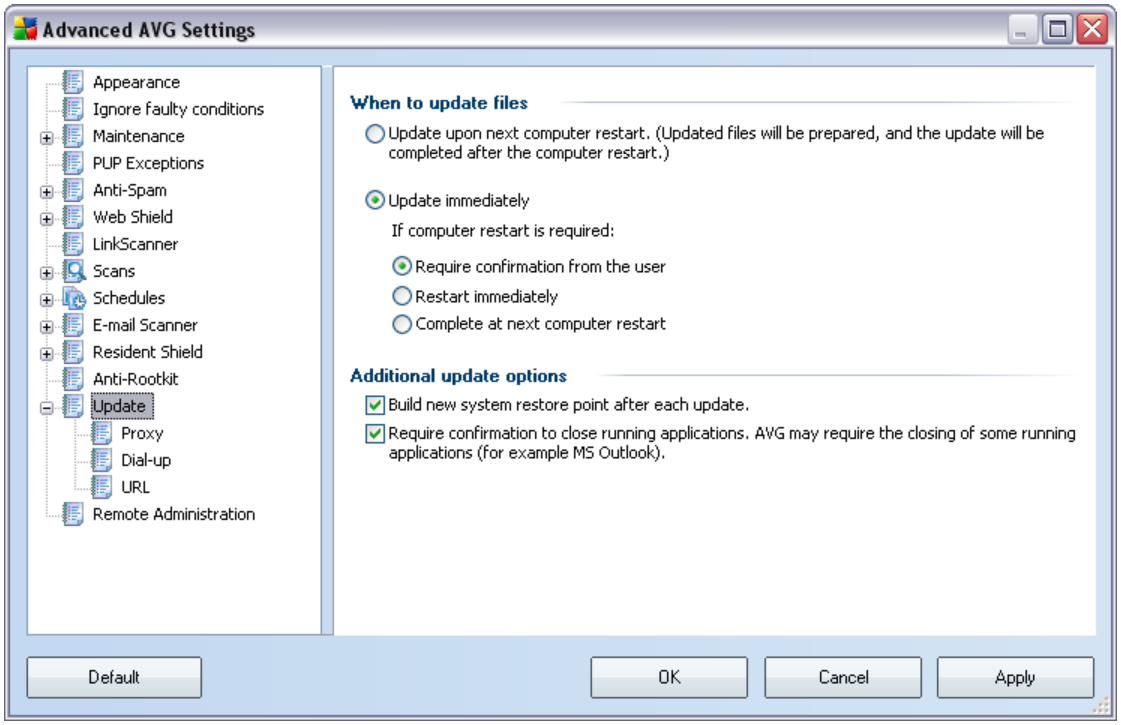
- ***Full rootkit scan*** - scans all accessible disks except for A: and B:

9.12.Update



The ***Update*** navigation item opens a new dialog where you can specify general parameters regarding the AVG update:

When to update files

In this section you can select between two alternative options: update can be scheduled for the next PC restart or you can launch the update immediately. By default, the immediate update option is selected since this way AVG can secure the maximum safety level. Scheduling an update for the next PC restart can only be recommended if you are sure the computer gets restarted regularly, at least daily.

If you decide to keep the default configuration and launch the update process immediately, you can specify the circumstances under which a possible required restart should be performed:

- ***Require confirmation from the user*** - you will be asked to approve a PC

restart needed to finalize the update process

- ***Restart immediately*** - the computer will be restarted automatically immediately after the update process has finished, and your approval will not be required

- ***Complete at next computer restart*** - the update process finalization will be postponed until the next computer restart - again, please keep in mind that this option is only recommended if you can be sure the computer gets restarted regularly, at least daily

Additional update options

- ***Build new system restore point after each program update*** - before each AVG program update launch, a system restore point is created. In case the update process fails and your operating system crashes you can always restore your OS in its original configuration from this point. This option is accessible via Start / All Programs / Accessories / System tools / System Restore, but any changes can be recommended to experienced users only! Keep this check-box ticked if you want to make use of this functionality.

- ***Use DNS update*** - mark this check box to confirm you want to use the update files detection method that eliminates data amount transferred between the update server and AVG client;

- ***Require confirmation to close running applications item*** (*switched on by default*) will help you make sure no currently running applications will be closed without your permission - if required for the update process to be finalized.

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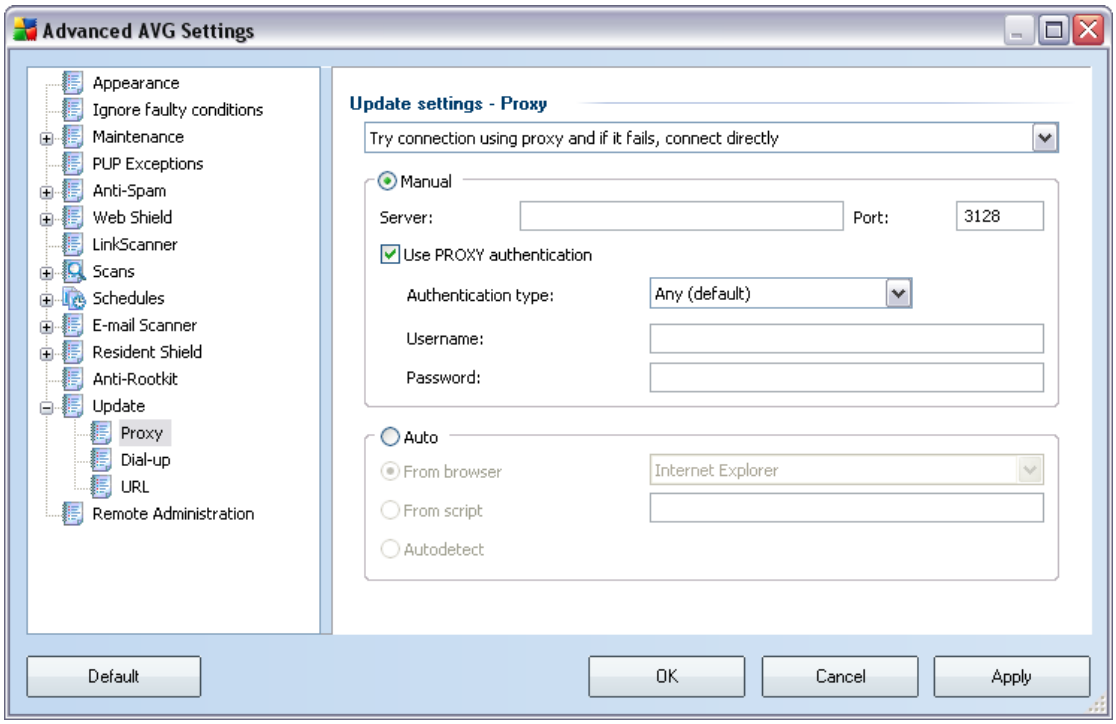
9.12.1.Proxy



The proxy server is a stand-alone server or a service running on a PC that guarantees safer connection to the Internet. According to the specified network rules you can then access the Internet either directly or via the proxy server; both possibilities can also be allowed at the same time. Then, in the first item of the ***Update settings - Proxy*** dialog you have to select from the combo box menu whether you want to:

- ***Use proxy***
- ***Do not use proxy server***
- ***Try connection using proxy and if it fails, connect directly*** - default settings

If you select any option using proxy server, you will have to specify some further data. The server settings can be configured either manually or automatically.

Manual configuration

If you select manual configuration (check *the **Manual** option to activate the respective dialog section*) you have to specify the following items:

- ***Server*** – specify the server's IP address or the name of the server
- ***Port*** – specify the number of the port that enables Internet access (*by default, this number is set to 3128 but can be set differently – if you are not sure, contact your network administrator*)

The proxy server can also have configured specific rules for each user. If your proxy server is set up this way, check the ***Use PROXY authentication*** option to verify that your user name and password are valid for connecting to the Internet via the proxy server.

Automatic configuration

If you select automatic configuration (*mark the **Auto** option to activate the respective dialog section*) then please select where the proxy configuration should be taken from:

- ***From browser*** - the configuration will be read from your default internet browser (*supported browsers being Internet Explorer, Firefox, Mozilla, and Opera*)
- ***From script*** - the configuration will be read from a downloaded script with the function returning the proxy address
- ***Autodetect*** - the configuration will be detected automatically directly from the proxy server

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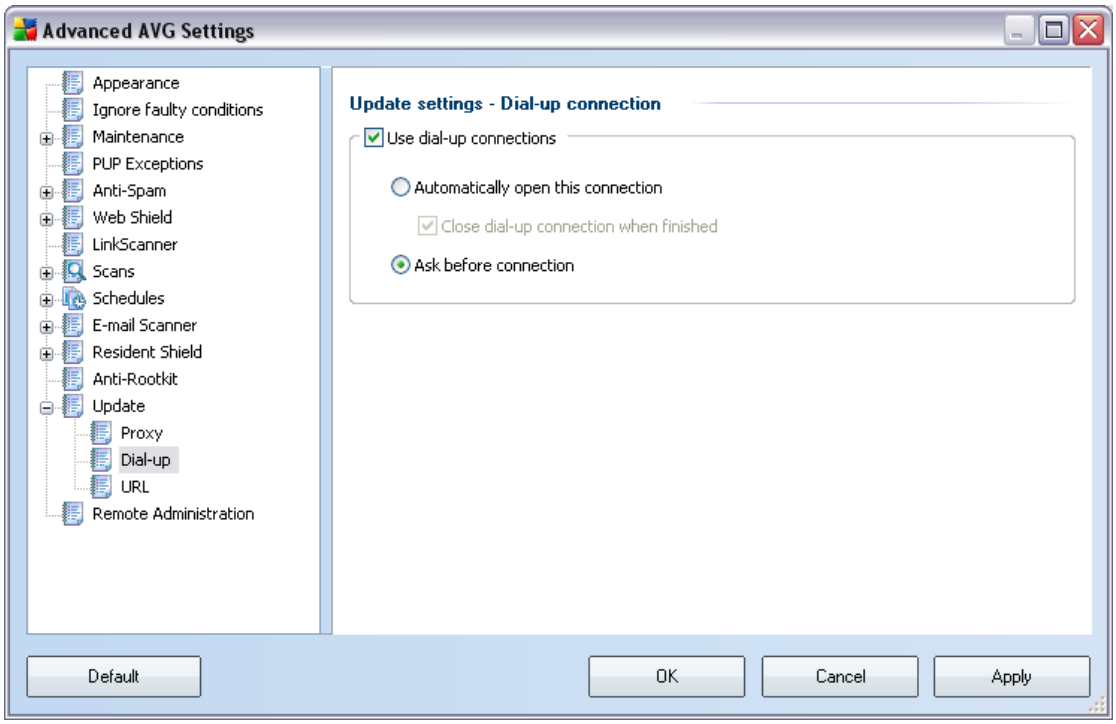
9.12.2.Dial-up



All parameters optionally defined in the ***Update settings - Dial-Up connection*** dialog refer to the dial-up connection to the Internet. The dialog's fields are inactive until you check the ***Use dial-up connections*** option that activates the fields.

Specify whether you want to connect to the Internet automatically (***Automatically open this connection***) or you wish to confirm the connection manually every time (***Ask before connection***). For automatic connection you should further select whether the connection should be closed after the update is finished (***Close dial-up connection when finished***).

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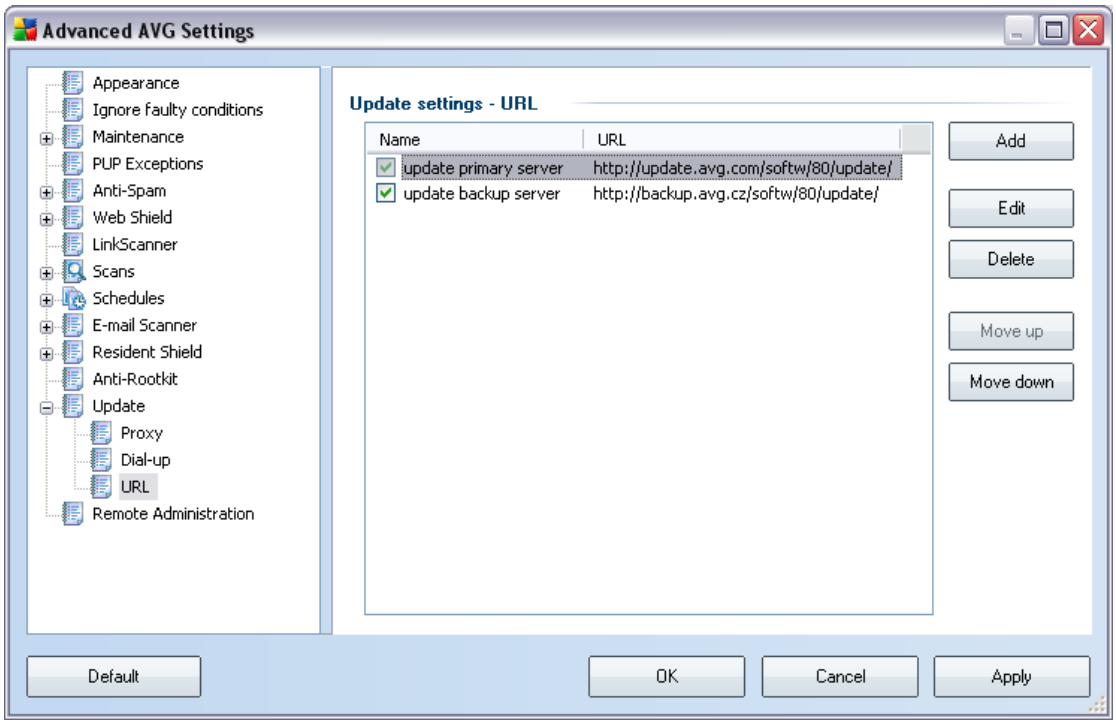
9.12.3.URL



The ***URL*** dialog offers a list of Internet addresses from which the update files can be downloaded. The list and its items can be modified using the following control buttons:

- ***Add*** – opens a dialog where you can specify a new URL to be added to the list
- ***Edit*** - opens a dialog where you can edit the selected URL parameters
- ***Delete*** – deletes the selected URL from the list
- ***Default*** – returns to the default list of URLs
- ***Move Up*** – moves the selected URL one position up in the list
- ***Move Down*** - moves the selected URL one position down in the list

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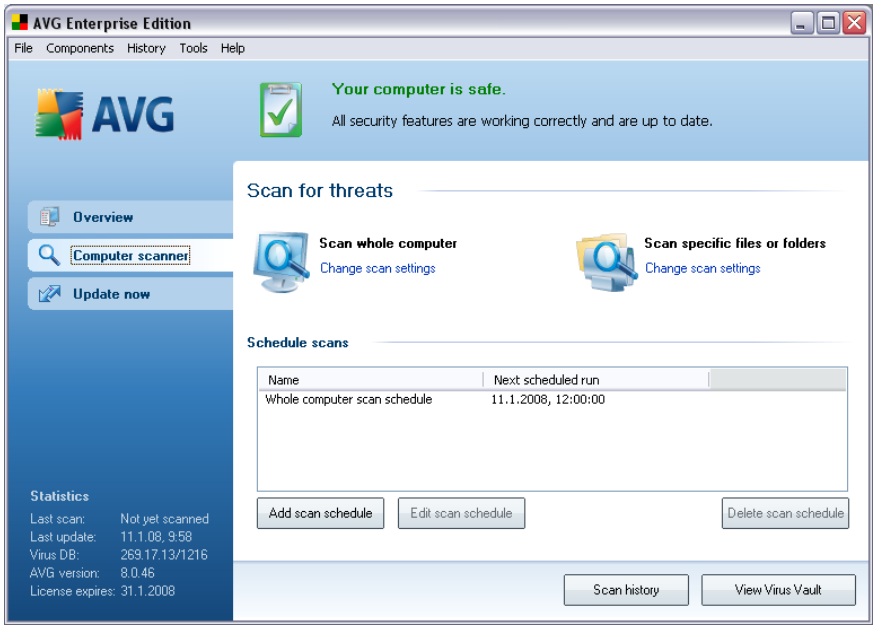
10. AVG Scanning

Scanning is a crucial part of **AVG 8.0 Anti-Virus** functionality. You can run on-demand tests or schedule them to run periodically at convenient times.

10.1.Scanning Interface



The AVG scanning interface is accessible via the ***Computer Scanner*** quick link. Click this link to switch to the ***Scan for threats*** dialog. In this dialog you will find the following:

- overview of predefined scans - two types of test (defined by the software vendor) are ready to be used immediately on demand or scheduled;
- scan scheduling section - where you can define new tests and create new schedules as needed.

Control buttons

Control buttons available within the testing interface are the following:

- ***Scan history*** - displays the Scan results overview dialog with the entire history of scanning

- ***View Virus Vault*** - opens a new window with the Virus Vault - a space where detected infections are quarantined

10.2.Predefined Scans

One of the main features of AVG is on-demand scanning. On-demand tests are designed to scan various parts of your computer whenever suspicion of possible virus infection arises. Anyway, it is strongly recommended to carry out such tests regularly even if you think that no virus can be found on your computer.

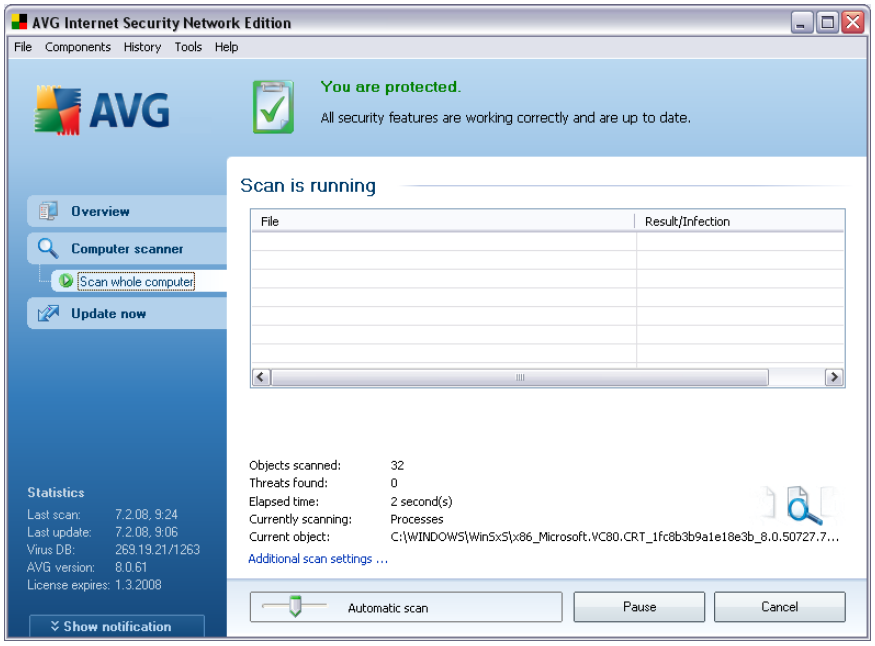
In the **AVG 8.0 Anti-Virus** you will find two types of scanning predefined by the software vendor:

10.2.1.Scan Whole Computer

Scan whole computer - scans your entire computer for possible infections and/or potentially unwanted programs. This test will scan all hard drives of your computer, will detect and heal any virus found, or remove the detected infection to the ***Virus Vault***. Scanning of the whole of your computer should be scheduled on a workstation at least once a week.

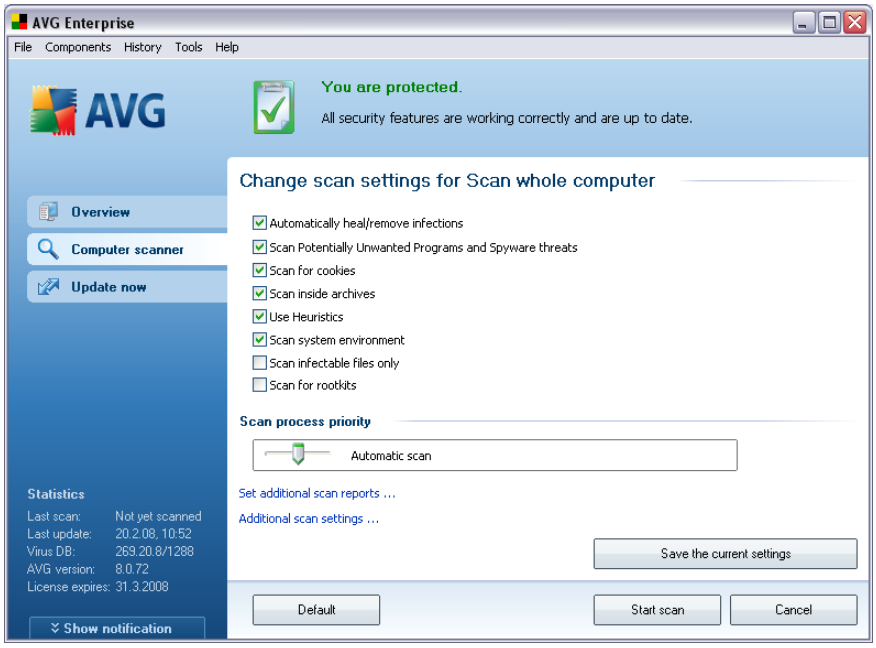
Scan launch

The ***Scan of a whole computer*** can be launched directly from the scanning interface by clicking on the scan's icon. No further specific settings have to be configured for this type of scan, the scanning will start immediately within the ***Scan is running*** dialog (*see screenshot*). The scanning can be temporarily interrupted (***Pause***) or canceled (***Cancel***) if needed.



Scan configuration editing

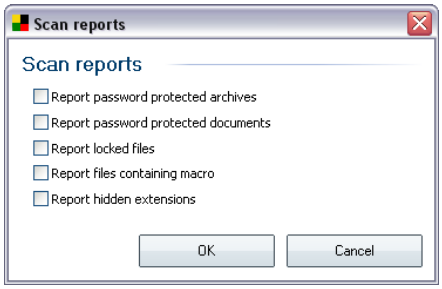
You have the option of editing the predefined default settings of the ***Scan of the whole computer***. Press the ***Change scan settings*** link to get to the ***Change scan settings for Scan whole computer*** dialog. ***It is recommended to keep to the default settings unless you have a valid reason to change them!***



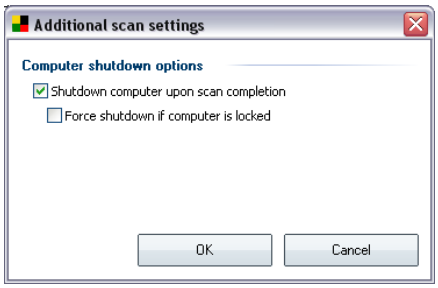
- ***Scanning parameters*** - in the list of scanning parameters you can switch on/off specific parameters as needed. By default, most of the parameters are switched on and these will be used automatically during scanning.

- ***Scan process priority*** - you can use the slider to change the scanning process priority. By default, the priority is set to medium level (*Automatic scan*) that optimizes the scanning process speed and the use of system resources. Alternatively, you can run the scanning process slower which means the system resources load will be minimized (*useful when you need to work on the computer but you do not care so much how long the scanning takes*), or faster with increased system resources requirements (*e.g. when the computer is temporarily unattended*).

- ***Set additional scan reports*** - the link opens a new ***Scan Reports*** dialog where you can select what types of possible findings should be reported:



- ***Additional scan settings*** - the link opens a new ***Computer shutdown options*** dialog where you can decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown is computer is locked***).



Warning: *These scan settings are identical to the parameters of a newly defined scan - as described in the chapter* ***AVG Scanning / Scan scheduling/ How to Scan****.*

Should you decide to change the default configuration of the ***Scan the whole computer*** you can then save your new setting as the default configuration to be used for all further scans of the whole computer.

10.2.2.Scan Specific Files or Folders

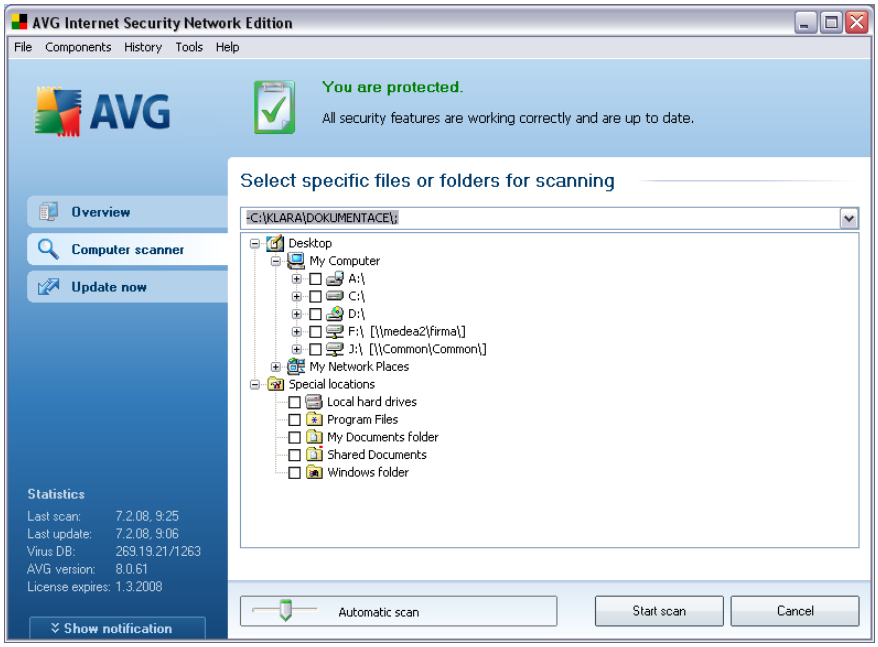
Scan specific files or folders - scans only those areas of your computer that you have selected to be scanned (selected folders, hard disks, floppy discs, CDs, etc.). The scanning progress in case of virus detection and its treatment is the same as with the scan of the whole computer: any virus found is healed or removed to the ***Virus Vault***. Specific files or folders scanning can be used to set up your own tests and their scheduling based on your needs.

Scan launch

The ***Scan of specific files or folders*** can be launched directly from the scanning interface by clicking on the scan's icon. A new dialog called ***Select specific files or folders for scanning*** opens. In the tree structure of your computer select those folders you want to have scanned. The path to each selected folder will generate automatically and appear in the text box in the upper part of this dialog.

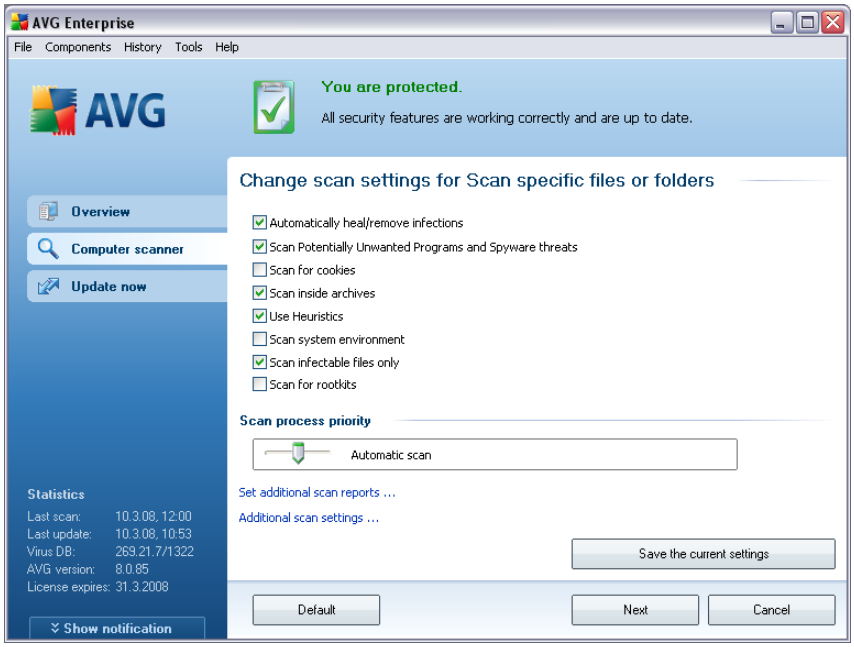
There is also a possibility of having a specific folder scanned while all its subfolders are excluded from this scanning; to do that write a minus sign "**-**" in front of the automatically generated path (*see screenshot*). To exclude the entire folder from scanning use the "!" parameter.

Finally, to launch the scanning, press the ***Start scan*** button; the scanning process itself is basically identical to the scan of a whole computer.



Scan configuration editing

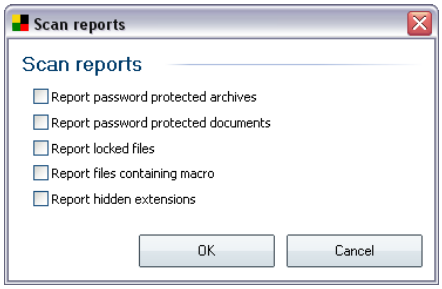
You have the option of editing the predefined default settings of the ***Scan of specific files or folders***. Press the ***Change scan settings*** link to get to the ***Change scan settings for Scan of specific files or folders*** dialog. ***It is recommended to keep to the default settings unless you have a valid reason to change them!***



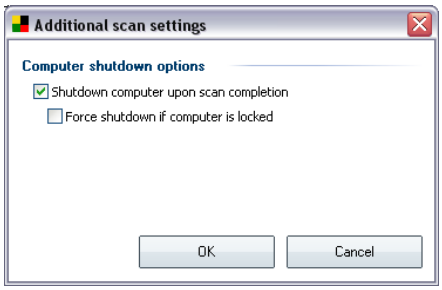
- ***Scanning parameters*** - in the list of scanning parameters you can switch on/off specific parameters as needed (*for detailed description of this settings please consult chapter AVG Advanced Settings / Scans / Scan Specific Files or Folders*).

- ***Scan process priority*** - you can use the slider to change the scanning process priority. By default, the priority is set to medium level (*Automatic scan*) that optimizes the scanning process speed and the use of system resources. Alternatively, you can run the scanning process slower which means the system resources load will be minimized (*useful when you need to work on the computer but you do not care so much how long the scanning takes*), or faster with increased system resources requirements (*e.g. when the computer is temporarily unattended*).

- ***Set additional scan reports*** - the link opens a new ***Scan Reports*** dialog where you can select what types of possible findings should be reported:



- ***Additional scan settings*** - the link opens a new ***Computer shutdown options*** dialog where you can decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown is computer is locked***).

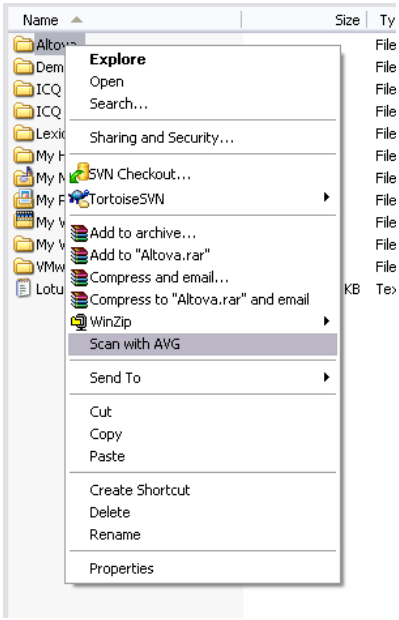


Warning: *These scan settings are identical to the parameters of a newly defined scan - as described in the chapter* ***AVG Scanning / Scan scheduling/ How to Scan****.*

Should you decide to change the default configuration of the ***Scan specific files or folders*** you can then save your new setting as the default configuration to be used for all further scans of specific files or folders. Also, this configuration will be used as a template for all of your newly scheduled scans (*all customized scans are based on the current configuration of the Scan of selected files or folders*).

10.3.Scanning in Windows Explorer

Besides the pre-defined scans launched for the entire computer or its selected areas, AVG also offers the option of quick scanning of a specific object directly in the Windows Explorer environment. If you want to open an unknown file and you cannot be sure of its content, you may want to have it checked on demand. Follow these steps:



- Within Windows Explorer highlight the file (or folder) you want to check
- Right-click your mouse over the object to open the context menu
- Select the ***Scan with AVG*** option to have the file scanned with AVG

10.4.Command Line Scanning

Within **AVG 8.0 Anti-Virus** there is the option of running the scan from the command line. You can use this option for instance on servers, or when creating a batch script to be launched automatically after the computer boot. From the command line, you can launch the scanning with most parameters as offered in AVG graphical user interface.

To launch AVG scan from the command line, run the following command within the folder where AVG is installed:

- ***avgscanx*** for 32 bits OS
- ***avgscana*** for 64 bits OS

Syntax of the command

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The syntax of the command follows:

- ***avgscanx /parameter*** ... e.g. ***avgscanx /comp*** for scanning the whole computer
- ***avgscanx /parameter /parameter*** .. with multiple parameters these should be lined in a row and separated by a space and a slash character
- if a parameters requires specific value to be provided (e.g. the ***/scan*** parameter that requires information on what are the selected areas of your computer that are to be scanned, and you have to provide an exact path to the selected section), the values are divided by commas, for instance: ***avgscanx /scan=C:\,D:***

Scanning parameters

To display a complete overview of available parameters, type the respective command together with the parameter /? or /HELP (e.g. ***avgscanx /?***). The only obligatory parameter is /SCAN to specify what areas of the computer should be scanned. For a more detailed explanation of the options, see the command line parameters overview.

To run the scan press ***Enter***. During scanning you can stop the process by ***Ctrl+C*** or ***Ctrl+Pause***.

CMD scanning launched from graphic interface

When you run your computer in Windows Safe Mode, there is also a possibility to launch the command line scan from the graphic user interface. The scan itself will be launched from the command line, the ***Command Line Composer*** dialog only allows you to specify most scanning parameters in the comfortable graphic interface.

Since this dialog is only accessible within the Windows Safe Mode, for detailed description of this dialog please consult the help file opened directly from the dialog.

10.4.1.CMD Scan Parameters

Following please find a list of all parameters available for the command line scanning:

- ***/SCAN*** Scan specific files or folders /SCAN=path;path (e.g. /SCAN=C:\;D:\)

- ***/COMP*** Scan whole computer
- ***/HEUR*** Use heuristic analyse
- ***/EXCLUDE*** Exclude path or files from scan
- ***/@*** Command file /file name/
- ***/EXT*** Scan these extensions /for example EXT=EXE,DLL/
- ***/NOEXT*** Do not scan these extensions /for example NOEXT=JPG/
- ***/ARC*** Scan archives
- ***/CLEAN*** Clean automatically
- ***/TRASH*** Move infected files to the Virus Vault
- ***/QT*** Quick test
- ***/MACROW*** Report macros
- ***/PWDW*** Report password-protected files
- ***/IGNLOCKED*** Ignore locked files
- ***/REPORT*** Report to file /file name/
- ***/REPAPPEND*** Append to the report file
- ***/REPOK*** Report uninfected files as OK
- ***/NOBREAK*** Do not allow CTRL-BREAK to abort
- ***/BOOT*** Enable MBR/BOOT check
- ***/PROC*** Scan active processes
- ***/PUP*** Report "Potentially unwanted programs"
- ***/REG*** Scan registry
- ***/COO*** Scan cookies
- ***/?*** Display help on this topic

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- ***/HELP*** Display help on this topic
- ***/PRIORITY*** Set scan priority /Low, Auto, High/ (see Advanced settings / Scans)
- ***/SHUTDOWN*** Shutdown computer upon scan completion
- ***/FORCESHUTDOWN*** Force computer shutdown upon scan completion
- ***/ADS*** Scan Alternate Data Streams (NTFS only)

10.5.Scan Scheduling

With **AVG 8.0 Anti-Virus** you can run scanning on demand (for instance when you suspect an infection has been dragged to your computer) or based on a scheduled plan. It is highly recommended to run the scans based on a schedule: this way you can make sure your computer is protected from any possibility of getting infected, and you will not have to worry about if and when to launch the scan.

You should launch the ***Scan whole computer*** regularly, at least once a week. However, if possible, launch the scan of your entire computer daily - as set up in the scan schedule default configuration. If the computer is "always on" then you can schedule scans out of working hours. If the computer is sometimes switched off, then schedule scans to occur on a computer start-up when the task has been missed.

To create new scan schedules, see the AVG scanning interface and find the bottom section called ***Schedule scans***:

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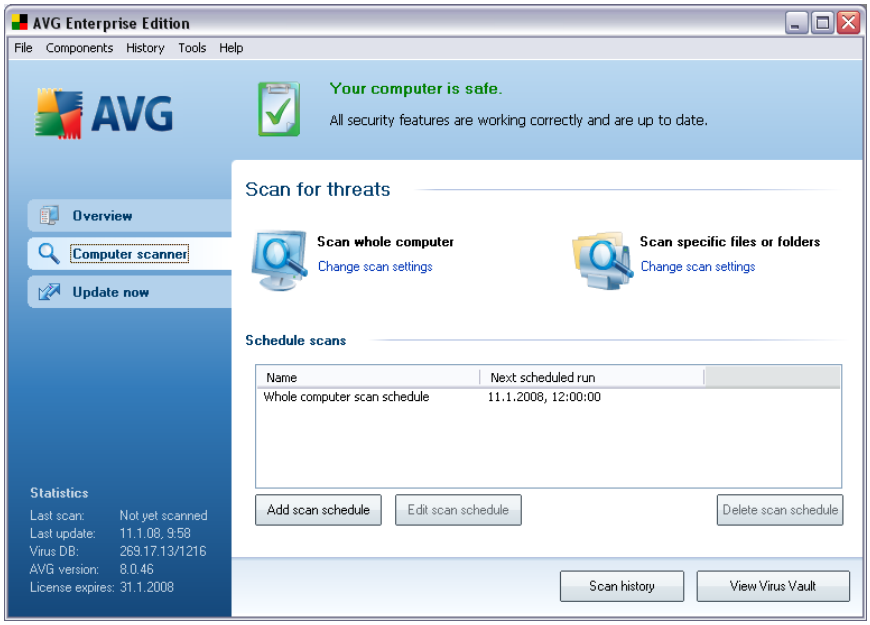


Control buttons for the scan scheduling

Within the editing section you can find the following control buttons:

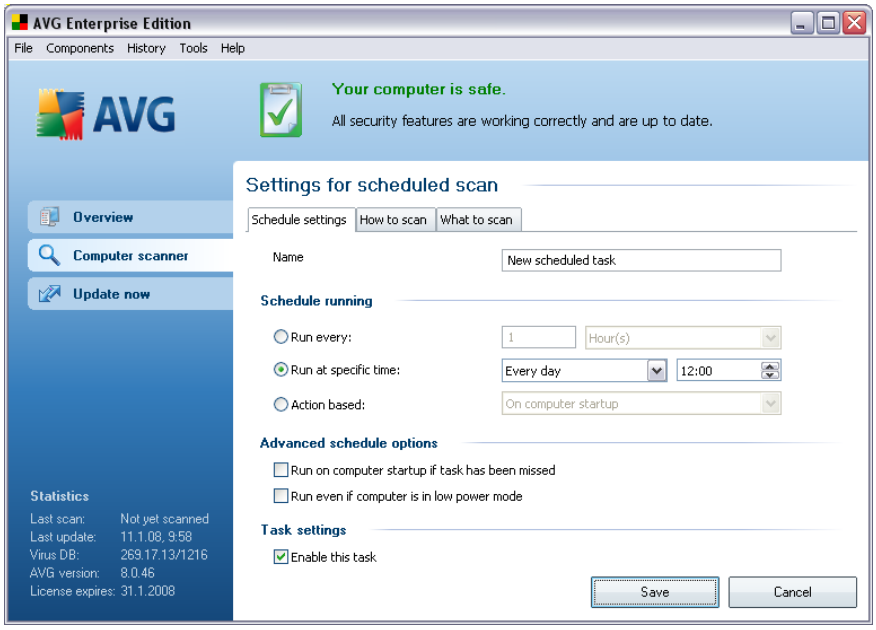
- ***Add scan schedule*** - the button opens the ***Settings for scheduled scan*** dialog, ***Schedule settings*** tab. In this dialog you can specify the parameters of the newly defined test.

- ***Edit scan schedule*** - this button can only be used if you have already previously selected an existing test from the list of scheduled tests. In that case the button appears as active and you can click it to switch to the ***Settings for scheduled scan*** dialog, ***Schedule settings*** tab. Parameters of the selected test are already specified in here and can be edited.

- ***Delete scan schedule*** - this button is also active if you have already previously selected an existing test from the list of scheduled tests. This test can then be deleted from the list by pressing the control button. However, you can only remove your own tests; the ***Whole computer scan schedule*** pre-defined within the default settings can never be deleted.

10.5.1.Schedule Settings

If you wish to schedule a new test and its regular launch, enter the ***Settings for scheduled test*** dialog. The dialog is divided into three tabs: ***Schedule settings*** - *see picture below* (the default tab that you will be automatically redirected to), ***How to scan*** and ***What to scan***.



On the ***Schedule settings*** tab give a name to the scan you are about to create and schedule. Type the name into the text field by the ***Name*** item. Try to use brief, descriptive and appropriate names of scans to make it easier to recognize the scan among others later.

Example: *It is not appropriate to call the scan by the name of "New scan" or "My scan" since these names do not refer to what the scan actually checks. On the other hand, an example of a good descriptive name would be "System areas scan" etc. Also it is not necessary to specify in the scan's name whether it is the scan of the whole of the computer or just a scan of selected files or folders - your own scans will always be a specific version of the scan of selected files or folders.*

In this dialog you can further define the following parameters of the scan:

- ***Schedule running*** - specify the time intervals for the newly scheduled scan launch. The timing can either be defined by the repeated scan launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***), or possibly by defining an event that the scan

launch should be associated with (***Action based on computer startup***).

- ***Advanced schedule options*** - this section allows you to define under which conditions the scan should/should not be launched if the computer is in low power mode or switched off completely.

- ***Task settings*** - in the section you can uncheck the ***Enable this task*** item to simply deactivate the scheduled test temporarily, and switch it on again as the need arises.

Control buttons of the Settings for scheduled scan dialog

There are two control buttons available on all three tabs of the ***Settings for scheduled scan*** dialog (***Schedule settings***, ***How to scan*** and ***What to scan***) and these have the same functionality no matter on which tab you currently are:

- ***Save*** - saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog. Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.

- ***Cancel*** - cancels any changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog.

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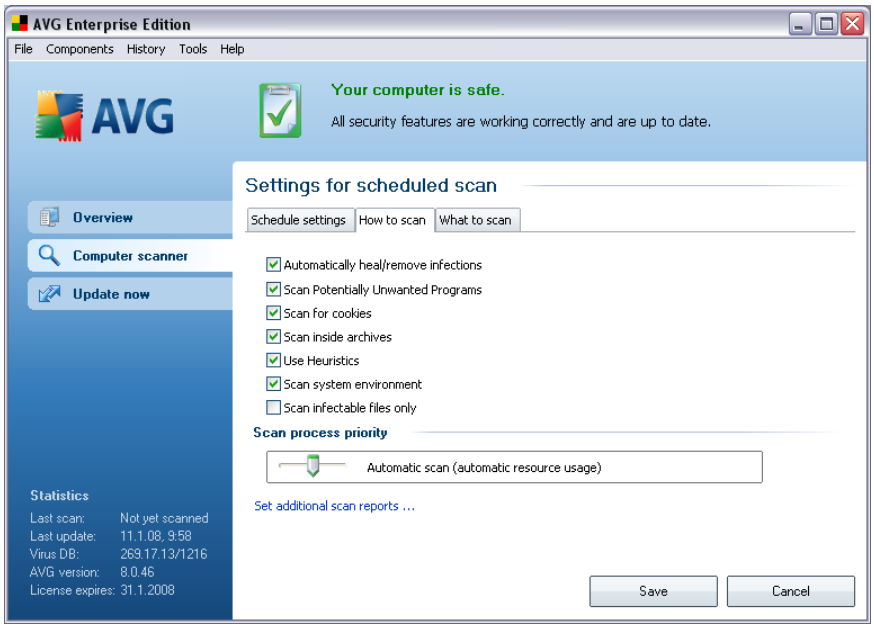
10.5.2.How to Scan



On the ***How to scan*** tab you will find a list of scanning parameters that can be optionally switched on/off. By default, most parameters are switched on and the functionality will be applied during scanning. Unless you have a valid reason to change these settings we recommend to keep to the pre-defined configuration:

- ***Automatically heal/remove infection*** - (*switched on, by default*): if a virus is identified during scanning it can be healed automatically if a cure is available. In case the infected file cannot be healed automatically, or if you decide to switch off this option, you will be notified upon a virus detection and will have to decide what to do with the detected infection. The recommended action is to remove the infected file to the Virus Vault.

- ***Scan Potentially Unwanted Programs*** - (*switched on, by default*): this parameter controls the Anti-Virus functionality that allows detection of potentially unwanted programs (*executable files that can run as spyware or adware*) and these can then be blocked, or removed;

- ***Scan for cookies*** - (*switched on, by default*): this parameter of the Anti-Spyware component defines that cookies should be detected during scanning (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*) ;

- ***Scan inside archives*** - (*switched on, by default*): this parameters defines that the scanning should check all files even if these are packed inside some type of archive, e.g. ZIP, RAR, ...

- ***Use Heuristics*** - (*switched on, by default*): heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning;

- ***Scan system environment*** - (*switched on, by default*): scanning will also check the system areas of your computer;

- ***Scan infectable files only*** - (*switched off, by default*): with this option switched on, scanning will not be applied to files that cannot get infected. These can be for instance some plain text files, or some other non-executable files.

Within the ***Scan process priority*** section you can further specify the desired scanning speed dependent on system resource usage. By default, this option value is set to the medium level of automatic resource usage. If you want the scanning to run faster, it will take less time but system resources usage will increase significantly during its run, and will slow down your other activities on the PC (*this option can be used when your computer is switched on but nobody is currently working on it*). On the other hand, you can decrease system resources usage by extending the scanning duration.

Note: *By default, the scanning configuration is set up for optimum performance. Unless you have a valid reason to change the scanning settings it is highly recommended to stick to the predefined configuration. Any configuration changes should be performed by experienced users only. For further scanning configuration options see the* ***Advanced settings*** *dialog accessible via the* ***File / Advanced setting*** *system menu item.*

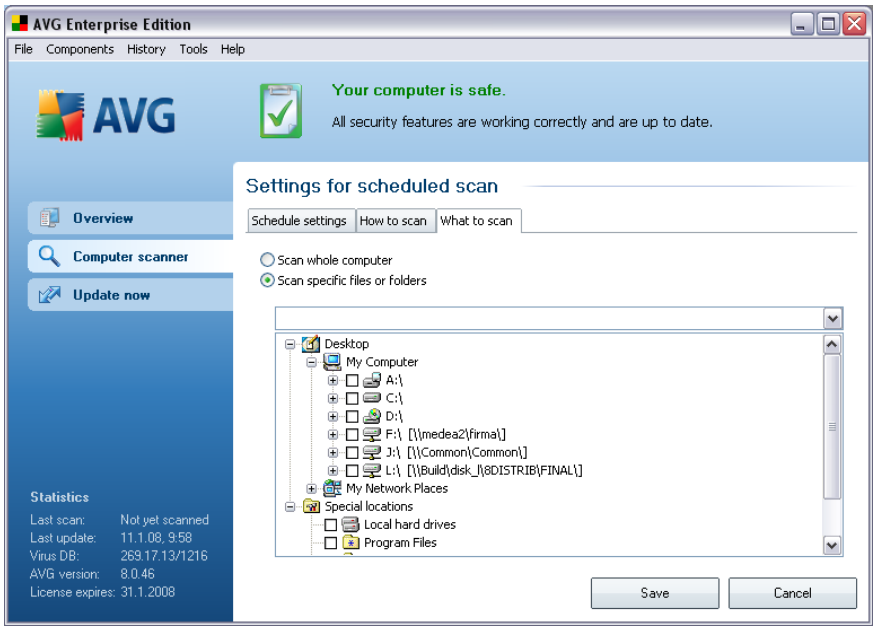
Control buttons of the Settings for scheduled scan dialog

There are two control buttons available on all three tabs of the ***Settings for scheduled scan*** dialog (***Schedule settings***, ***How to scan*** and ***What to scan***) and these have the same functionality no matter on which tab you currently are:

- ***Save*** - saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog. Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.

- ***Cancel*** - cancels any changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog.

10.5.3.What to Scan



On the ***What to scan*** tab you can define whether you want to schedule scanning of the whole computer or scanning of specific files or folders. In case you select scanning of specific files or folders, in the bottom part of this dialog the displayed tree structure activates and you can specify folders to be scanned.

Control buttons of the Settings for scheduled scan dialog

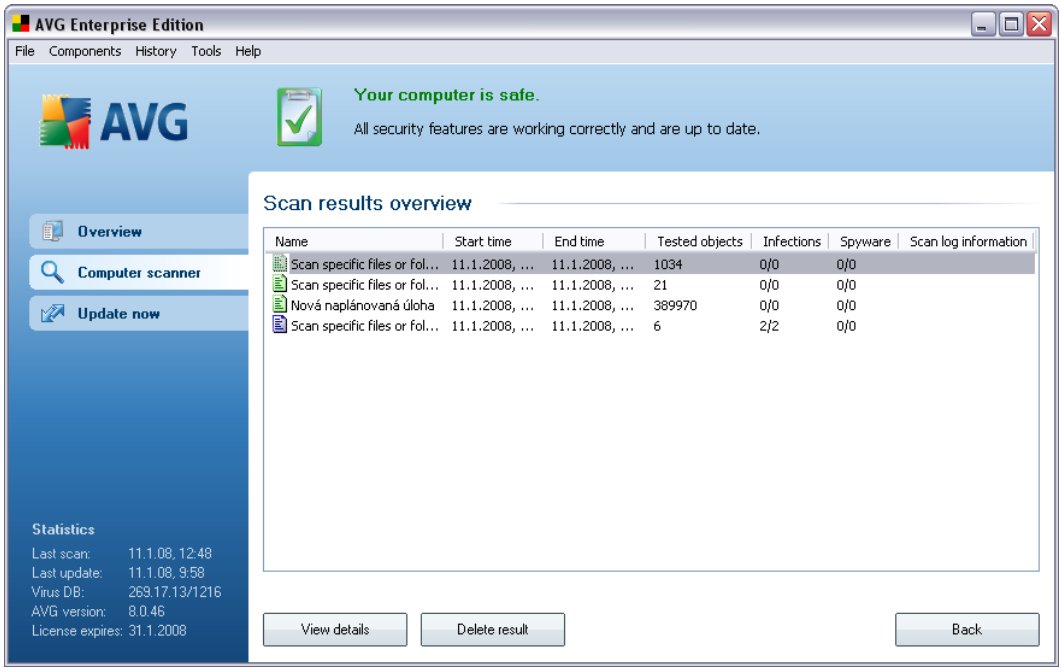
There are two control buttons available on all three tabs of the ***Settings for scheduled scan*** dialog (***Schedule settings***, ***How to scan*** and ***What to scan***) and these have the same functionality no matter on which tab you currently are:

- ***Save*** - saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog. Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.

- ***Cancel*** - cancels any changes you have performed on this tab or on any other

tab of this dialog and switches back to the AVG scanning interface default dialog.

10.6.Scan Results Overview


AVG Enterprise Edition
File Components History Tools Help
Your computer is safe.
All security features are working correctly and are up to date.
Scan results overview
Overview
Computer scanner
Update now
Name Start time End time Tested objects Infections Spyware Scan log information
Scan specific files or fol... 11.1.2008, ... 11.1.2008, ... 1034 0/0 0/0
Scan specific files or fol... 11.1.2008, ... 11.1.2008, ... 21 0/0 0/0
Nová naplánovaná úloha 11.1.2008, ... 11.1.2008, ... 389970 0/0 0/0
Scan specific files or fol... 11.1.2008, ... 11.1.2008, ... 6 2/2 0/0
Statistics
Last scan: 11.1.08, 12:48
Last update: 11.1.08, 9:58
Virus DB: 269.17.13/1216
AVG version: 8.0.46
License expires: 31.1.2008
View details
Delete result
Back

The ***Scan results overview*** dialog is accessible from the AVG scanning interface via the ***Scan history*** button. The dialog provides a list of of all previously launched scans and information of their results:

- ***Name*** - scan designation; it can either be the name of one of the predefined scans, or a name you have given to your own scheduled scan. Every name includes an icon indicating the scan result:

  - green icon informs there was no infection detected during the scan

  - blue icon announces there was an infection detected during the scan but the infected object was removed automatically

  - red icon warns there was an infection detected during the scan and it could not be removed!

  Each icon can either be solid or cut in half - the solid icons stands for a

scan that was completed and finished properly; the cut-in-half icon means the scan was canceled or interrupted.

Note: *For detailed information on each scan please see the* ***Scan Results*** *dialog accessible via the* ***View details*** *button (in the bottom part of this dialog).*

- ***Start time*** - date and time when the scan was launched
- ***End time*** - date and time when the scan ended
- ***Tested objects*** - number of objects that were checked during scanning
- ***Infections*** - number of virus infections detected / removed
- ***Spyware*** - number of spyware detected / removed
- ***Scan log information*** - information relating to the scanning course and result (typically on its finalization or interruption)

Control buttons

The control buttons for the ***Scan results overview*** dialog are:

- ***View details*** - this button is only active if a specific scan is selected in the above overview; press it to switch to the ***Scan results*** dialog to view detailed data on the selected scan
- ***Delete result*** - this button is only active if a specific scan is selected in the above overview; press it to remove the selected item from the scan results overview
- ***Back*** - switches back to the default dialog of the AVG scanning interface

10.7.Scan Results Details

If in the ***Scan Results Overview*** dialog a specific scan is selected, you can then click the ***View details*** button to switch to the ***Scan Results*** dialog providing detailed data on the course and result of the selected scan.

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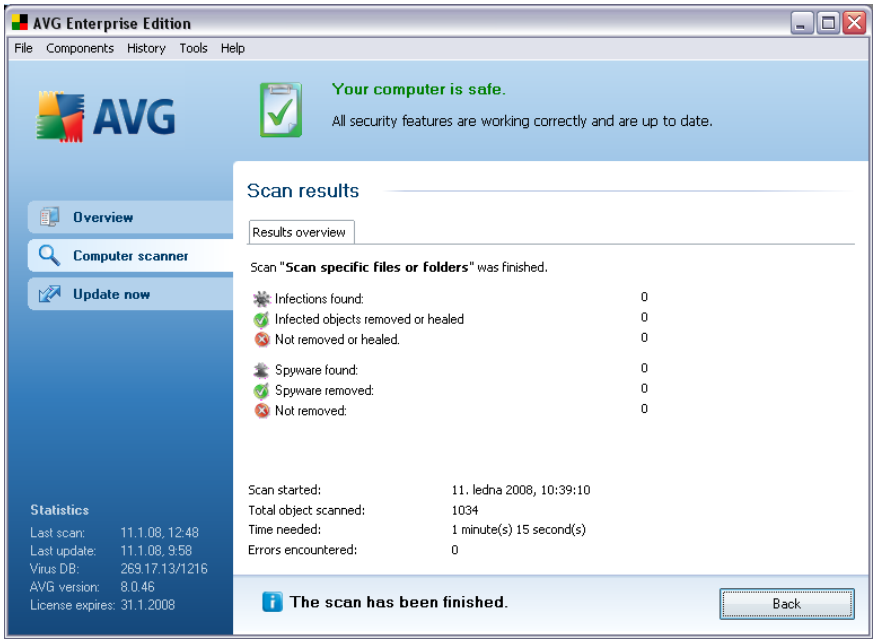
The dialog is further divided into several tabs:

- ***Results Overview*** - this tab is displayed at all times and provides statistical data describing the scan progress
- ***Infections*** - this tab is displayed only if a virus infection was detected during scanning
- ***Spyware*** - this tab is displayed only if spyware was detected during scanning
- ***Warnings*** - this tab is displayed only if some objects unable to be scanned were detected during scanning
- ***Rootkits*** - this tab is displayed only if rootkits were detected during scanning
- ***Information*** **-** this tab is displayed only if some potential threats were detected but these cannot be classified as any of the above categories; then the tab provides a warning message on the finding

10.7.1.Results Overview Tab



On the ***Scan results*** tab you can find detailed statistics with information on:

- detected virus infections / spyware

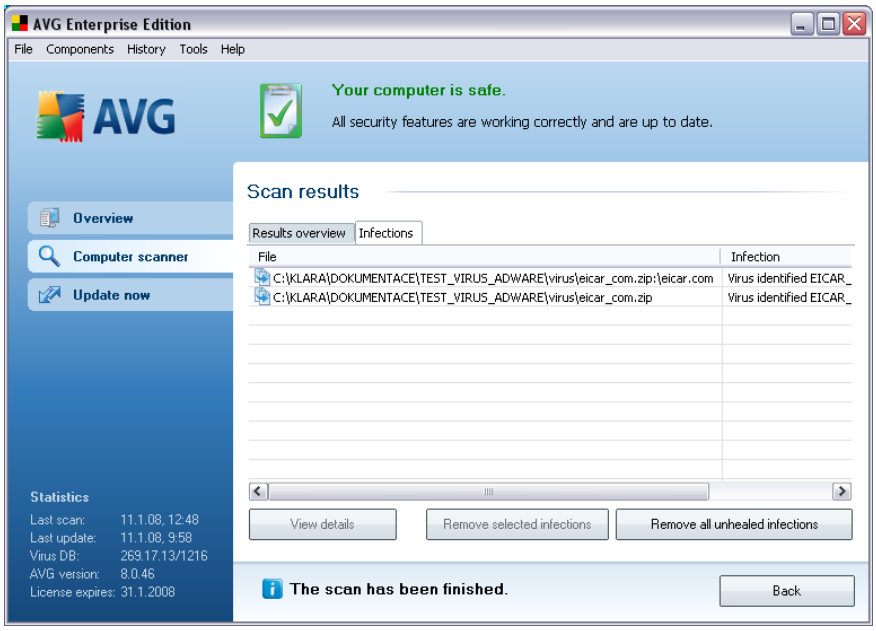
- removed virus infections / spyware
- the number of virus infections / spyware that cannot be removed or healed

In addition you will find information on the date and exact time of the scan launch, on the total number of scanned objects, on the scanning duration and the number of errors that have occurred during scanning.

Control buttons

There is only one control button available in this dialog. The ***Close results*** button returns to the ***Scan results overview*** dialog.

10.7.2.Infections Tab



The ***Infections*** tab is only displayed in the ***Scan results*** dialog if a virus infection was detected during scanning. The tab is divided into three sections providing the following information:

- ***File*** - full path to the original location of the infected object
- ***Infections*** - name of the detected virus (*for details on specific viruses please consult the Virus Encyclopedia online*)

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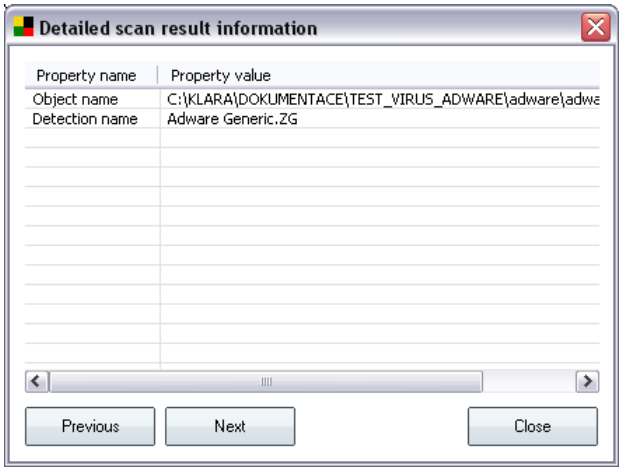
- ***Result*** - defines the current status of the infected object that was detected during scanning:
    - ***Infected*** - the infected object was detected and left in its original location (*for instance if you have switched off the automatic healing option in a specific scan settings*)
    - ***Healed*** - the infected object was healed automatically and left in its original location
    - ***Moved to Virus Vault*** - the infected object was moved to the ***Virus Vault*** quarantine
    - ***Deleted*** - the infected object was deleted
    - ***Added to PUP exceptions*** - the finding was evaluated as an exception and added to the list of PUP exceptions (*configured in the **PUP Exceptions** dialog of the advanced settings*)
    - ***Locked file - not tested*** - the respective object is locked and AVG is therefore unable to scan it
    - ***Potentially dangerous object*** - the object was detected as potentially dangerous but not infected (*it can contain macros, for instance*); the information should be taken as a warning only
    - ***Reboot is required to finish the action*** - the infected object cannot be removed, to remove it completely you have to restart your computer

Control buttons

There are three control buttons available in this dialog:

- ***View details*** - the button opens a new dialog window named ***Detailed scan result information***:



In this dialog you can find information on the location of the detected infectious object (***Property name***). Using the ***Previous*** / ***Next*** buttons you can view information on specific findings. Use the ***Close*** button to close this dialog.

- ***Remove selected infections*** - use the button to move the selected finding to the ***Virus Vault***
- ***Remove all unhealed infections*** - this button deletes all findings that cannot be healed or moved to the ***Virus Vault***
- ***Close results*** - terminates the detailed information overview and returns to the ***Scan results overview*** dialog

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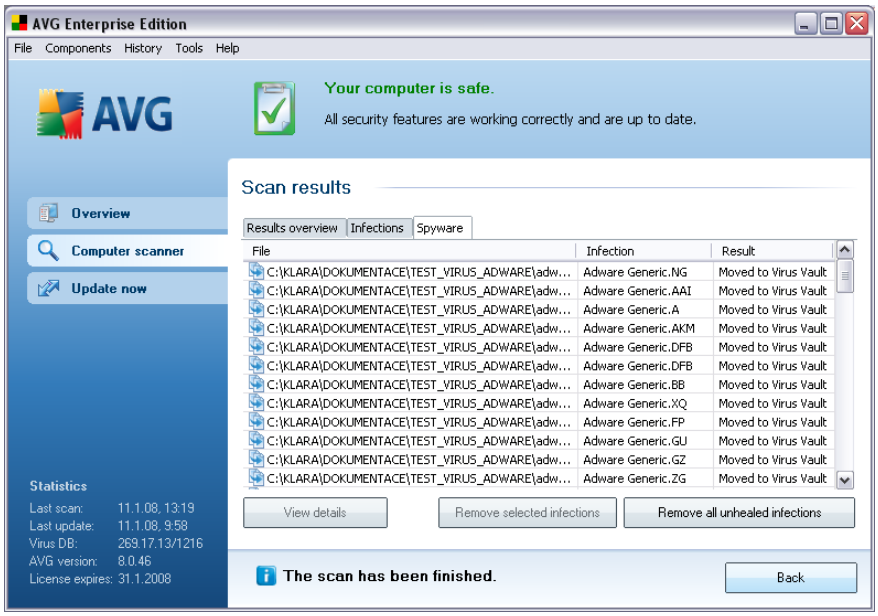
10.7.3.Spyware Tab


AVG Enterprise Edition
File Components History Tools Help
Your computer is safe.
All security features are working correctly and are up to date.
Scan results
Overview
Computer scanner
Update now
Results overview
Infections
Spyware
File
Infection
Result
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.NG Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.AAI Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.A Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.AKM Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.DFB Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.DFB Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.BB Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.XQ Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.FP Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.GU Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.GZ Moved to Virus Vault
C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw... Adware Generic.ZG Moved to Virus Vault
View details
Remove selected infections
Remove all unhealed infections
Statistics
Last scan: 11.1.08, 13:19
Last update: 11.1.08, 9:58
Virus DB: 269.17.13/1216
AVG version: 8.0.46
License expires: 31.1.2008
The scan has been finished.
Back

The ***Spyware*** tab is only displayed in the ***Scan results*** dialog in if spyware was detected during scanning. The tab is divided into three sections providing the following information:

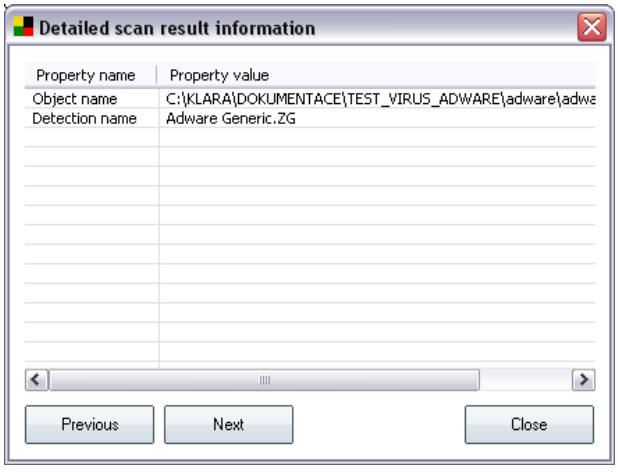
- ***File*** - full path to the original location of the infected object
- ***Infections*** - name of the detected spyware (*for details on specific viruses please consult the* ***Virus Encyclopedia*** *online*)
- ***Result*** - defines the current status of the object that was detected during scanning:
    - ***Infected*** - the infected object was detected and left in its original location (for instance if you have switched off the automatic healing option in a specific scan settings)
    - ***Healed*** - the infected object was healed automatically and left in its original location
    - ***Moved to Virus Vault*** - the infected object was moved to the ***Virus Vault*** quarantine
    - ***Deleted*** - the infected object was deleted

- ***Added to PUP exceptions*** - the finding was evaluated as an exception and added to the list of PUP exceptions (*configured in the **PUP Exceptions** dialog of the advanced settings*)
- ***Locked file - not tested*** - the respective object is locked and AVG is therefore unable to scan it
- ***Potentially dangerous object*** - the object was detected as potentially dangerous but not infected (it can contain macros, for instance); the information is a warning only
- ***Reboot is required to finish the action*** - the infected object cannot be removed, to remove it completely you have to restart your computer

Control buttons

There are three control buttons available in this dialog:

- ***View details*** - the button opens a new dialog window named ***Detailed scan result information***:



  In this dialog you can find information on the location of the detected infectious object (***Property name***). Using the ***Previous*** / ***Next*** buttons you can view information on specific findings. Use the ***Close*** button to leave this dialog.

- ***Remove selected infections*** - use the button to move the selected finding to the ***Virus Vault***

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- ***Remove all unhealed infections*** - this button deletes all findings that cannot be healed or moved to the ***Virus Vault***

- ***Close results*** - terminates the detailed information overview and returns to the ***Scan results overview*** dialog

10.7.4.Warnings Tab

The ***Warnings*** tab displays information on "suspected" objects (*typically files*) detected during scanning. When detected by the ***Resident Shield***, these files are blocked from being accessed. Typical examples of this kind of findings are: hidden files, cookies, suspicious registry keys, password protected documents or archives, etc.

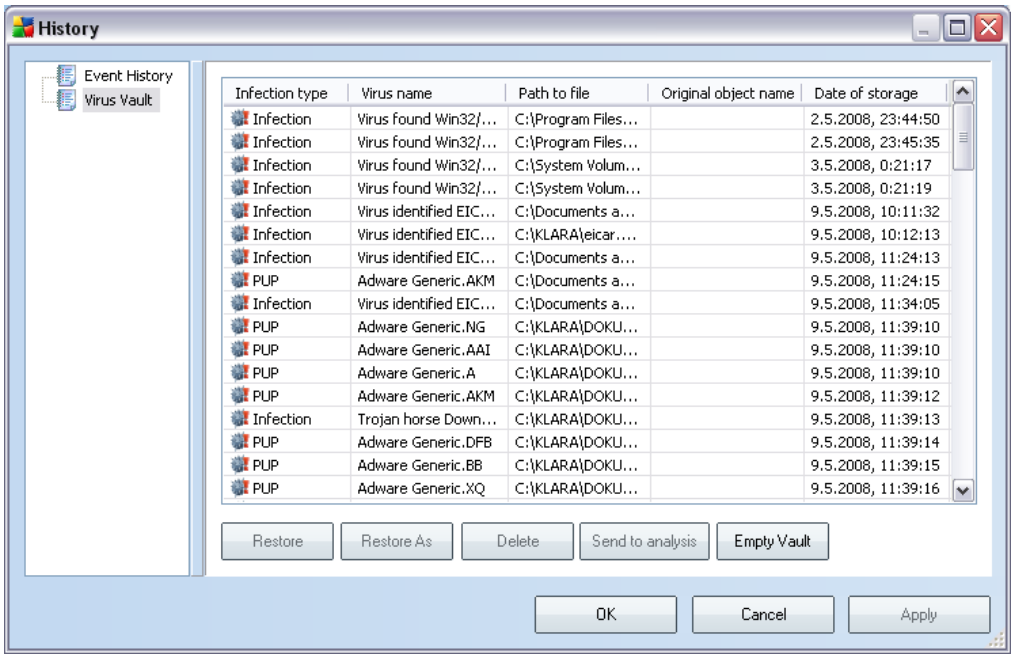
10.7.5.Rootkits Tab

The ***Rootkits*** tab displays information on rootkits detected during scanning. Its structure is basically the same as the ***Infections tab*** or the ***Spyware tab***.

10.7.6.Information Tab

The ***Information*** tab contains data on such "findings" that cannot be categorized as infections, spyware, etc. They can neither be positively labeled as dangerous but they are still worth your attention. All data on this tab is merely informative.

10.8.Virus Vault


History
Event History
Virus Vault
Infection type
Virus name
Path to file
Original object name
Date of storage
Infection Virus found Win32/... C:\Program Files... 2.5.2008, 23:44:50
Infection Virus found Win32/... C:\Program Files... 2.5.2008, 23:45:35
Infection Virus found Win32/... C:\System Volum... 3.5.2008, 0:21:17
Infection Virus found Win32/... C:\System Volum... 3.5.2008, 0:21:19
Infection Virus identified EIC... C:\Documents a... 9.5.2008, 10:11:32
Infection Virus identified EIC... C:\KLARA\eicar.... 9.5.2008, 10:12:13
Infection Virus identified EIC... C:\Documents a... 9.5.2008, 11:24:13
PUP Adware Generic.AKM C:\Documents a... 9.5.2008, 11:24:15
Infection Virus identified EIC... C:\Documents a... 9.5.2008, 11:34:05
PUP Adware Generic.NG C:\KLARA\DOKU... 9.5.2008, 11:39:10
PUP Adware Generic.AAI C:\KLARA\DOKU... 9.5.2008, 11:39:10
PUP Adware Generic.A C:\KLARA\DOKU... 9.5.2008, 11:39:10
PUP Adware Generic.AKM C:\KLARA\DOKU... 9.5.2008, 11:39:12
Infection Trojan horse Down... C:\KLARA\DOKU... 9.5.2008, 11:39:13
PUP Adware Generic.DFB C:\KLARA\DOKU... 9.5.2008, 11:39:14
PUP Adware Generic.BB C:\KLARA\DOKU... 9.5.2008, 11:39:15
PUP Adware Generic.XQ C:\KLARA\DOKU... 9.5.2008, 11:39:16
Restore
Restore As
Delete
Send to analysis
Empty Vault
OK
Cancel
Apply

Virus Vault is a safe environment for the management of suspect/infected objects detected during AVG tests. Once an infected object is detected during scanning, and AVG is not able to heal it automatically, you are asked to decide what is to be done with the suspect object. The recommended solution is to move the object to the ***Virus Vault*** for further treatment.

The ***Virus vault*** interface opens in a separate window and offers an overview of information on quarantined infected objects:

- ***Infection type*** - distinguishes finding types based on their infective level (*all listed objects can be positively or potentially infected*)
- ***Virus Name*** - specifies the name of the detected infection according to the Virus encyclopedia (online)
- ***Path to file*** - full path to the original location of the detected infectious file
- ***Original object name*** - all detected objects listed in the chart have been labeled with the standard name given by AVG during the scanning process. In case the object had a specific original name that is known (*e.g. a name of an e-mail attachment that does not respond to the actual content of the*

attachment), it will be provided in this column.

- ***Date of storage*** - date and time the suspected file was detected and removed to the ***Virus Vault***

Control buttons

The following control buttons are accessible from the ***Virus Vault*** interface:

- ***Restore*** - removes the infected file back to its original location on your disk
- ***Restore As*** - in case you decide to move the detected infectious object from the ***Virus Vault*** to a selected folder, use this button The suspicious and detected object will be saved with its original name. If the original name is not known, the standard name will be used.
- ***Delete*** - removes the infected file from the ***Virus Vault*** completely
- ***Send to analysis*** - sends the suspected file for deep analysis to the AVG virus labs
- ***Empty Vault*** - text

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11. AVG Updates

11.1.Update Levels

AVG offers two update levels to select from:

- ***Definitions update*** contains changes necessary for reliable anti-virus, anti-spam and anti-malware protection. Typically, it does not include any changes to the code and updates only the definition database. This update should be applied as soon as it is available.
- ***Program update*** contains various program changes, fixes and improvements.

When scheduling an update, it is possible to select which priority level should be downloaded and applied.

11.2.Update Types

You can distinguish between two types of update:

- ***On demand update*** is an immediate AVG update that can be performed any time the need arises.
- ***Scheduled update*** - within AVG it is also possible to pre-set an update plan. The planned update is then performed periodically according to the setup configuration. Whenever new update files are present on the specified location, they are downloaded either directly from the Internet, or from the network directory. When no newer updates are available, nothing happens.

11.3.Update Process

The update process can be launched immediately as the need arises by the ***Update now*** quick link. This link is available at all times from any AVG user interface dialog. However, it is still highly recommended to perform updates regularly as stated in the update schedule editable within the Update manager component.

Once you start the update, AVG will first verify whether there are new update files available. If so, AVG starts their downloading and launches the update process itself. During the update process you will get redirected to the ***Update*** interface where you can view the process progressing in its graphical representation as well as in an overview of relevant statistic parameters (*update file size, received data, download speed, elapsed time, ...*).

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***Note**: Before the AVG program update launch a system restore point is created. In case the update process fails and your operating system crashes you can always restore your OS in its original configuration from this point. This option is accessible via Start / All Programs / Accessories / System tools / System Restore. Recommended to experienced users only!*

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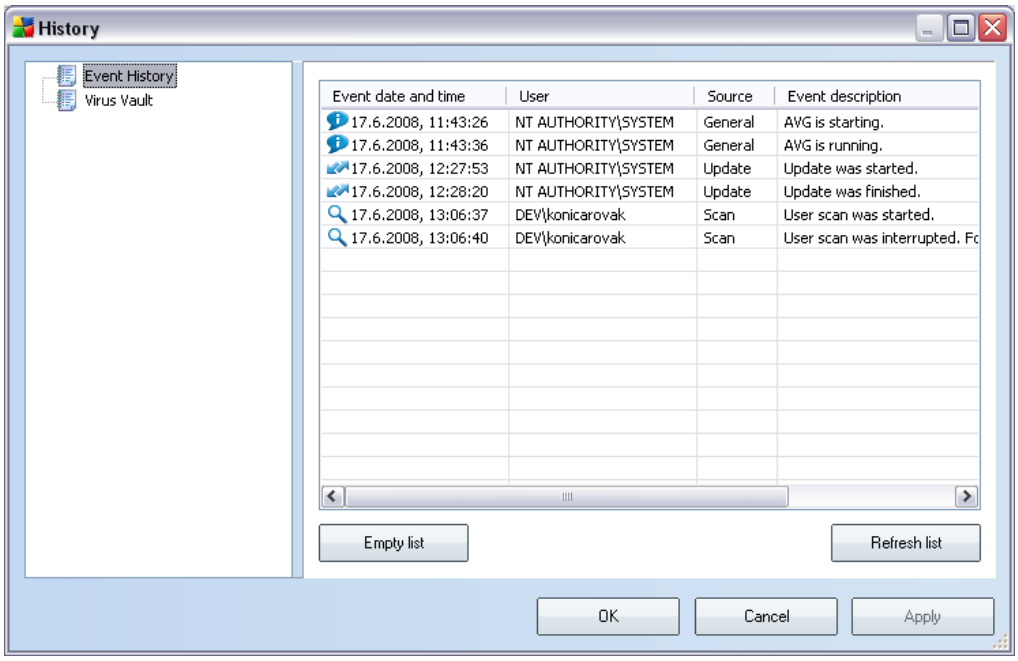
12. Event History



The ***Event History*** dialog is accessible from the system menu via the ***History/Event History Log*** item. Within this dialog you can find a summary of important events that occurred during **AVG 8.0 Anti-Virus** operation. ***Event History*** records the following types of events:

- Information about updates of the AVG application
- Scanning start, end or stop (including automatically performed tests)
- Events connected with virus detection (by the Resident Shield or scanning) including occurrence location
- Other important events

Control buttons

- ***Empty list*** - deletes all entries in the list of events
- ***Refresh list*** - updates all entries in the list of events

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13. FAQ and Technical Support

Should you have any problems with your AVG, either business or technical, please refer to the ***FAQ*** section of the AVG website at www.avg.com.

If you do not succeed in finding help this way, contact the technical support department by email. Please use the contact form accessible from the system menu via ***Help / Get help online***.